State	HCAHPS Question	HCAHPS Measure ID
AK	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
AK	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
AK	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
AK	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
AK	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
AK	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
AK	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
AK	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
AK	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
AK	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
AK	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
AK	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
	received help as soon as they wanted Patients who reported that they "Usually" received help as	

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HCAHPS Answer Description

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

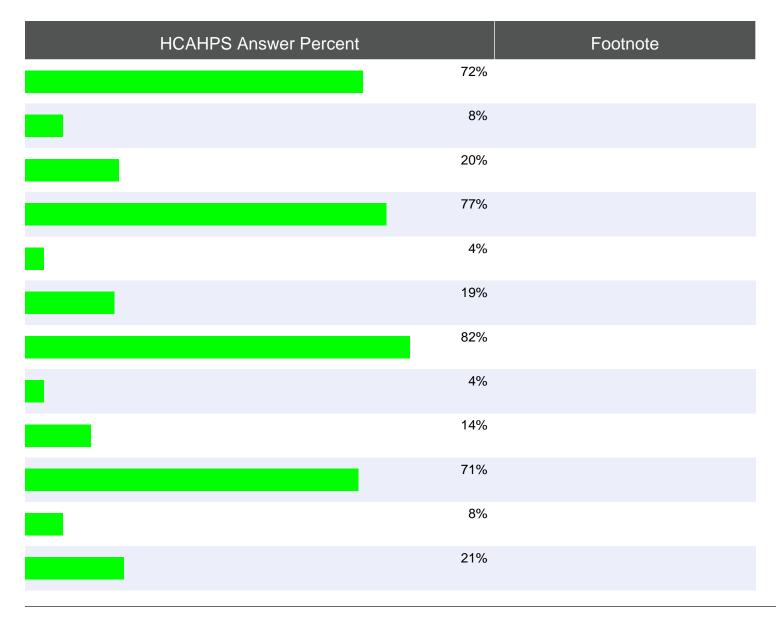
Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

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Measure Start Date	Measure End Date
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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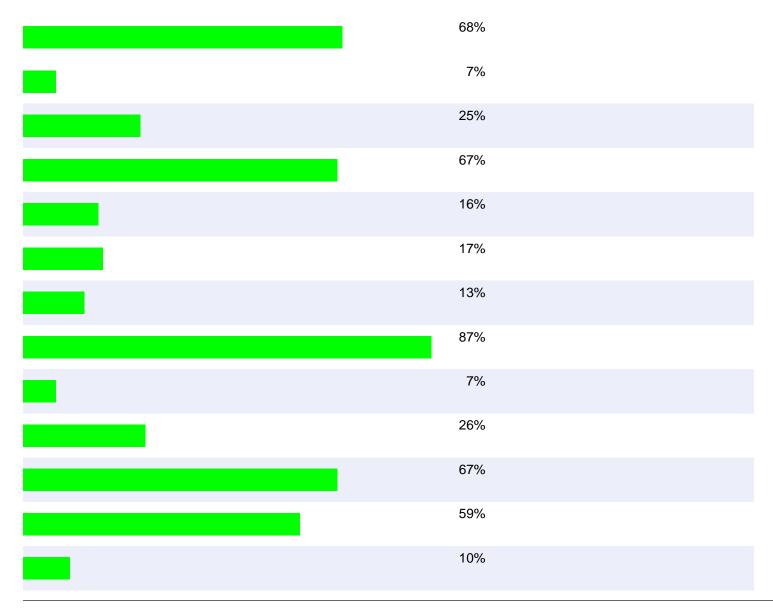
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AK	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
AK	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
AK	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
AK	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
AK	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
AK	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
AK	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
AK	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
AK	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
AK	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
AK	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
AK	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
AK	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P

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Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained No, staff "did not" give patients this information Yes, staff "did" give patients this information Patients who gave a rating of "6" or lower (low) Patients who gave a rating of "7" or "8" (medium) Patients who gave a rating of "9" or "10" (high) "Always" quiet at night "Sometimes" or "never" quiet at night

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013

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AK	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
AK	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
AK	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
AK	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
AL	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
AL	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
AL	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
AL	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
AL	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
AL	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
AL	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
AL	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
AL	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P

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"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

"Usually" quiet at night

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

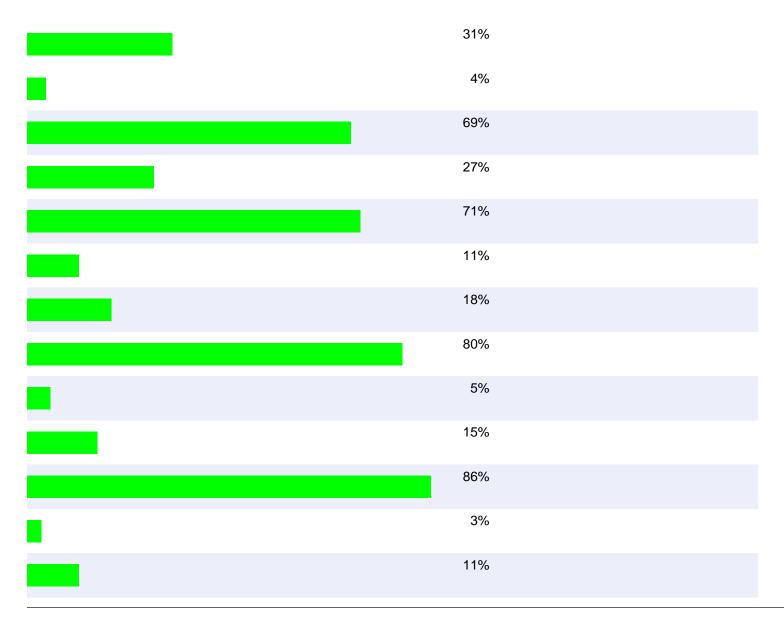
Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

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10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013

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Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted Patients who reported that they "Usually" received help as soon as they wanted Patients who reported that their pain was "Always" well controlled Patients who reported that their pain was "Sometimes" or "Never" well controlled Patients who reported that their pain was "Usually" well controlled Patients who reported that staff "Always" explained about medicines before giving it to them Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them Patients who reported that staff "Usually" explained about medicines before giving it to them Patients who reported that NO, they were not given information about what to do during their recovery at home Patients who reported that YES, they were given information about what to do during their recovery at home Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest) Patients who gave their hospital a rating of 7 or 8 on a scale

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Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

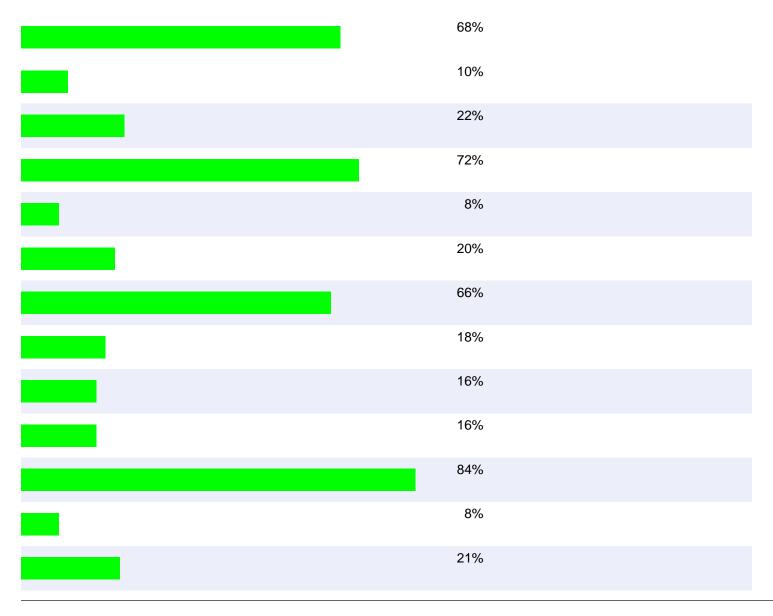
No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

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AL	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
AL	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
AL	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
AL	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
AL	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
AL	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
AL	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
AR	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
AR	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
AR	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
AR	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
AR	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
AR	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P

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Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

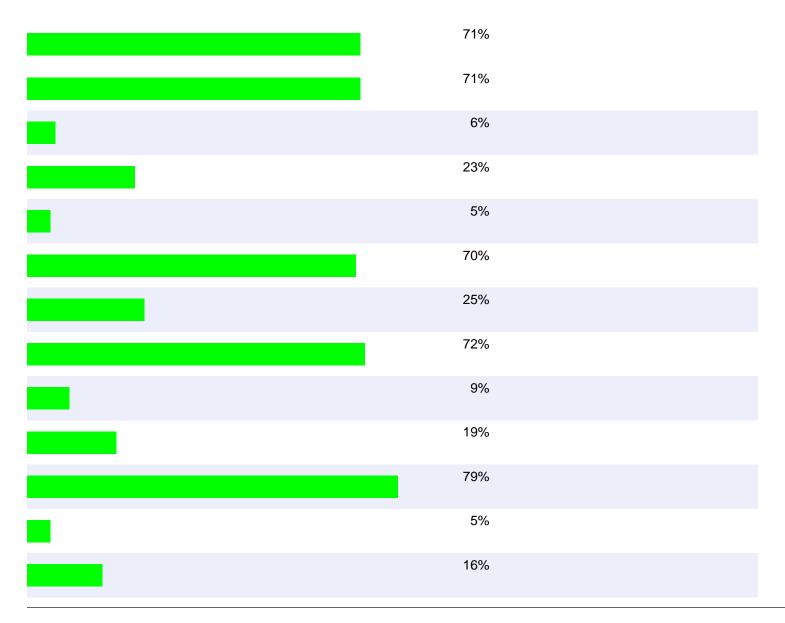
Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

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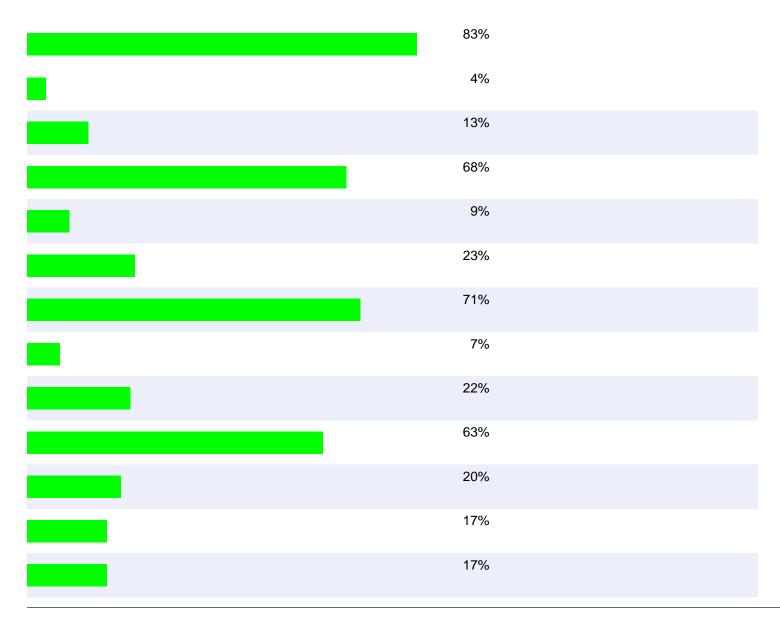
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AR	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
AR	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
AR	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
AR	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
AR	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
AR	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
AR	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
AR	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
AR	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
AR	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
AR	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
AR	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
AR	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P

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Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained No, staff "did not" give patients this information

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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AR Patients who gave their hospital a rating of 6 or lower on a H_HSP_RATING_0_6	
scale from 0 (lowest) to 10 (highest)	
AR Patients who gave their hospital a rating of 7 or 8 on a scale H_HSP_RATING_7_8 from 0 (lowest) to 10 (highest)	
AR Patients who gave their hospital a rating of 9 or 10 on a H_HSP_RATING_9_10 scale from 0 (lowest) to 10 (highest)	
AR Patients who reported that the area around their room was H_QUIET_HSP_A_P "Always" quiet at night	
AR Patients who reported that the area around their room was H_QUIET_HSP_SN_P "Sometimes" or "Never" quiet at night	
AR Patients who reported that the area around their room was H_QUIET_HSP_U_P "Usually" quiet at night	
AR Patients who reported NO, they would probably not or H_RECMND_DN definitely not recommend the hospital	
AR Patients who reported YES, they would definitely H_RECMND_DY recommend the hospital	
AR Patients who reported YES, they would probably H_RECMND_PY recommend the hospital	
AS Patients who reported that their room and bathroom were H_CLEAN_HSP_A_P "Always" clean	
AS Patients who reported that their room and bathroom were H_CLEAN_HSP_SN_P "Sometimes" or "Never" clean	
AS Patients who reported that their room and bathroom were H_CLEAN_HSP_U_P "Usually" clean	

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Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

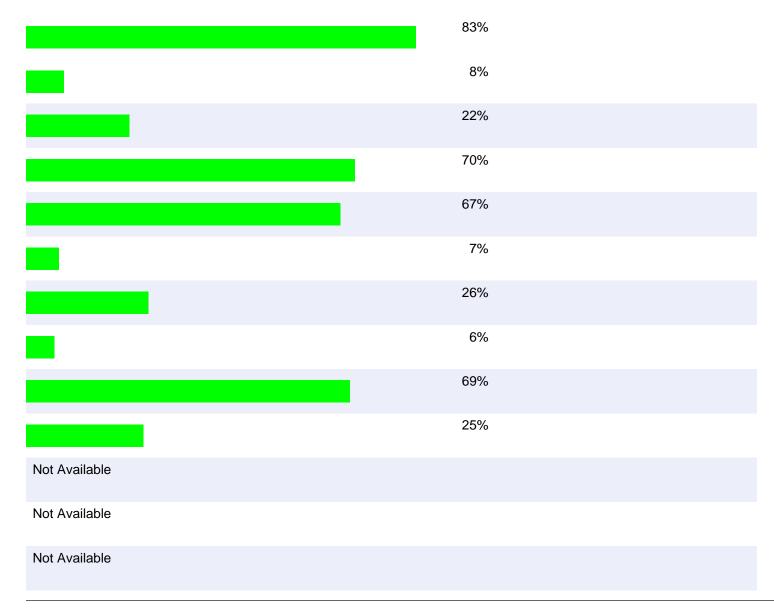
"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

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AS	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
AS	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
AS	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
AS	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
AS	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
AS	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
AS	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
AS	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
AS	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
AS	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
AS	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
AS	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
AS	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P

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Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Nurses "always" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

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Not Available	
Not Available	

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AS	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
AS	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
AS	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
AS	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
AS	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
AS	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
AS	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
AS	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
AS	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
AS	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
AS	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
AS	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
AS	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY

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Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

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Not Available	
Not Available	

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AZ Patients who reported that their room and bathroom were "Sometimes" or "Never" clean AZ Patients who reported that their room and bathroom were "Usually" clean AZ Patients who reported that their nurses "Always" AZ Patients who reported that their nurses "Sometimes" or "Never" communicated well AZ Patients who reported that their nurses "Usually" AZ Patients who reported that their nurses "Usually" AZ Patients who reported that their doctors "Always" Communicated well AZ Patients who reported that their doctors "Always" AZ Patients who reported that their doctors "Sometimes" or "Never" communicated well AZ Patients who reported that their doctors "Sometimes" or "Never" communicated well AZ Patients who reported that their doctors "Usually" Communicated well AZ Patients who reported that they "Always" received help as soon as they wanted AZ Patients who reported that they "Sometimes" or "Never" Feceived help as soon as they wanted AZ Patients who reported that they "Usually" received help as soon as they wanted AZ Patients who reported that they "Usually" received help as soon as they wanted AZ Patients who reported that they "Usually" received help as soon as they wanted AZ Patients who reported that they "Usually" received help as soon as they wanted AZ Patients who reported that they "Usually" received help as soon as they wanted AZ Patients who reported that they "Usually" received help as soon as they wanted AZ Patients who reported that their pain was "Always" well AZ Patients who reported that their pain was "Always" well AZ Patients who reported that their pain was "Always" well AZ Patients who reported that their pain was "Always" well AZ Patients who reported that their pain was "Always" well AZ Patients who reported that their pain was "Always" well	AZ	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
"Usually" clean AZ Patients who reported that their nurses "Always" H_COMP_1_A_P communicated well AZ Patients who reported that their nurses "Sometimes" or "Never" communicated well AZ Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well AZ Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well AZ Patients who reported that their doctors "Sometimes" or "Never" communicated well AZ Patients who reported that their doctors "Usually" H_COMP_2_N_P communicated well AZ Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well AZ Patients who reported that they "Always" received help as soon as they wanted AZ Patients who reported that they "Sometimes" or "Never" H_COMP_3_N_P received help as soon as they wanted AZ Patients who reported that they "Usually" received help as H_COMP_3_U_P soon as they wanted AZ Patients who reported that they "Usually" received help as H_COMP_3_U_P soon as they wanted AZ Patients who reported that they "Usually" received help as soon as they wanted AZ Patients who reported that their pain was "Always" well H_COMP_4_A_P	AZ	·	H_CLEAN_HSP_SN_P
AZ Patients who reported that their nurses "Sometimes" or "Never" communicated well AZ Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well AZ Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well AZ Patients who reported that their doctors "Sometimes" or "Never" communicated well AZ Patients who reported that their doctors "Usually" H_COMP_2_SN_P "Never" communicated well AZ Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well AZ Patients who reported that they "Always" received help as soon as they wanted AZ Patients who reported that they "Sometimes" or "Never" H_COMP_3_SN_P received help as soon as they wanted AZ Patients who reported that they "Usually" received help as H_COMP_3_U_P soon as they wanted AZ Patients who reported that their pain was "Always" well H_COMP_4_A_P	AZ	·	H_CLEAN_HSP_U_P
"Never" communicated well AZ Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well AZ Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well AZ Patients who reported that their doctors "Sometimes" or "Never" communicated well AZ Patients who reported that their doctors "Usually" H_COMP_2_SN_P AZ Patients who reported that their doctors "Usually" H_COMP_2_U_P Communicated well AZ Patients who reported that they "Always" received help as soon as they wanted AZ Patients who reported that they "Sometimes" or "Never" H_COMP_3_A_P received help as soon as they wanted AZ Patients who reported that they "Usually" received help as H_COMP_3_U_P soon as they wanted AZ Patients who reported that they "Usually" received help as H_COMP_3_U_P soon as they wanted AZ Patients who reported that their pain was "Always" well H_COMP_4_A_P	AZ	·	H_COMP_1_A_P
communicated well AZ Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well AZ Patients who reported that their doctors "Sometimes" or "Never" communicated well AZ Patients who reported that their doctors "Usually" H_COMP_2_SN_P communicated well AZ Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well AZ Patients who reported that they "Always" received help as soon as they wanted AZ Patients who reported that they "Sometimes" or "Never" H_COMP_3_SN_P received help as soon as they wanted AZ Patients who reported that they "Usually" received help as H_COMP_3_U_P soon as they wanted AZ Patients who reported that their pain was "Always" well H_COMP_4_A_P	AZ	·	H_COMP_1_SN_P
AZ Patients who reported that their doctors "Sometimes" or "Never" communicated well AZ Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well AZ Patients who reported that they "Always" received help as soon as they wanted AZ Patients who reported that they "Sometimes" or "Never" H_COMP_3_A_P soon as they wanted AZ Patients who reported that they "Sometimes" or "Never" H_COMP_3_SN_P received help as soon as they wanted AZ Patients who reported that they "Usually" received help as H_COMP_3_U_P soon as they wanted AZ Patients who reported that their pain was "Always" well H_COMP_4_A_P	AZ		H_COMP_1_U_P
"Never" communicated well AZ Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well AZ Patients who reported that they "Always" received help as soon as they wanted AZ Patients who reported that they "Sometimes" or "Never" H_COMP_3_SN_P received help as soon as they wanted AZ Patients who reported that they "Usually" received help as H_COMP_3_U_P soon as they wanted AZ Patients who reported that their pain was "Always" well H_COMP_4_A_P	AZ		H_COMP_2_A_P
communicated well AZ Patients who reported that they "Always" received help as soon as they wanted AZ Patients who reported that they "Sometimes" or "Never" H_COMP_3_SN_P received help as soon as they wanted AZ Patients who reported that they "Usually" received help as H_COMP_3_U_P soon as they wanted AZ Patients who reported that their pain was "Always" well H_COMP_4_A_P	AZ	•	H_COMP_2_SN_P
AZ Patients who reported that they "Sometimes" or "Never" H_COMP_3_SN_P received help as soon as they wanted AZ Patients who reported that they "Usually" received help as H_COMP_3_U_P soon as they wanted AZ Patients who reported that their pain was "Always" well H_COMP_4_A_P	AZ	· · · · · · · · · · · · · · · · · · ·	H_COMP_2_U_P
received help as soon as they wanted AZ Patients who reported that they "Usually" received help as H_COMP_3_U_P soon as they wanted AZ Patients who reported that their pain was "Always" well H_COMP_4_A_P	AZ		H_COMP_3_A_P
soon as they wanted AZ Patients who reported that their pain was "Always" well H_COMP_4_A_P	AZ	· · · · · · · · · · · · · · · · · · ·	H_COMP_3_SN_P
, , , , , , , , , , , , , , , , , , , ,	AZ		H_COMP_3_U_P
	AZ	·	H_COMP_4_A_P

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Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

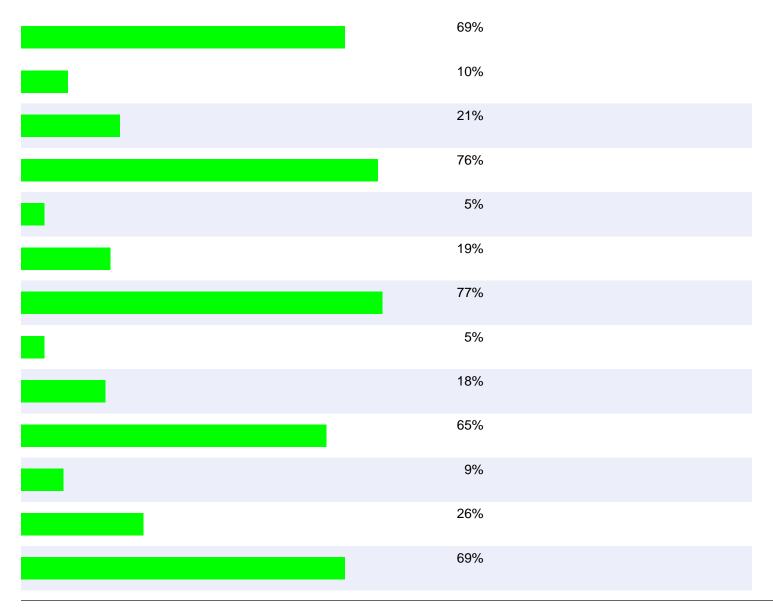
Doctors "sometimes" or "never" communicated well

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

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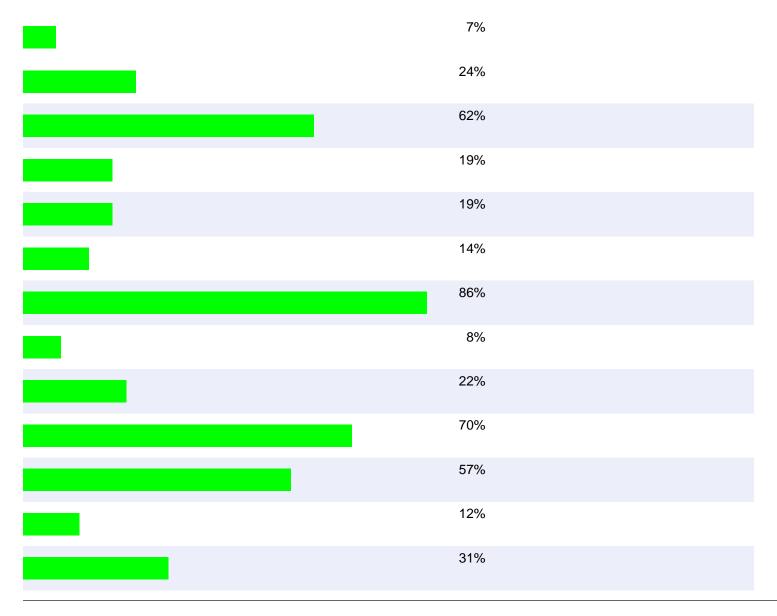
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AZ	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
AZ	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
AZ	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
AZ	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
AZ	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
AZ	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
AZ	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
AZ	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
AZ	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
AZ	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
AZ	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
AZ	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
AZ	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P

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Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained No, staff "did not" give patients this information Yes, staff "did" give patients this information Patients who gave a rating of "6" or lower (low) Patients who gave a rating of "7" or "8" (medium) Patients who gave a rating of "9" or "10" (high) "Always" quiet at night "Sometimes" or "never" quiet at night "Usually" quiet at night

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AZ	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
AZ	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
AZ	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
CA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
CA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
CA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
CA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
CA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
CA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
CA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
CA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
CA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
CA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P

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"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

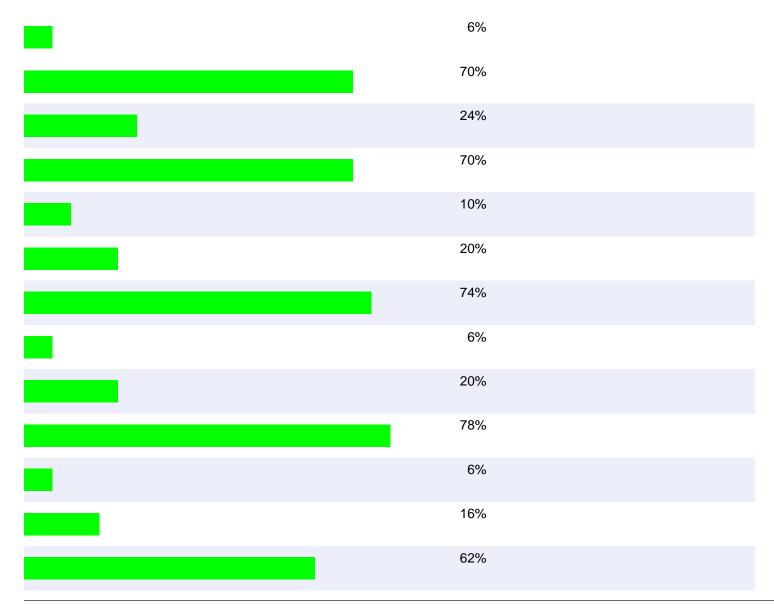
Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

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CA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
CA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
CA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
CA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
CA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
CA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
CA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
CA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
CA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
CA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
CA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
CA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
CA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10

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Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

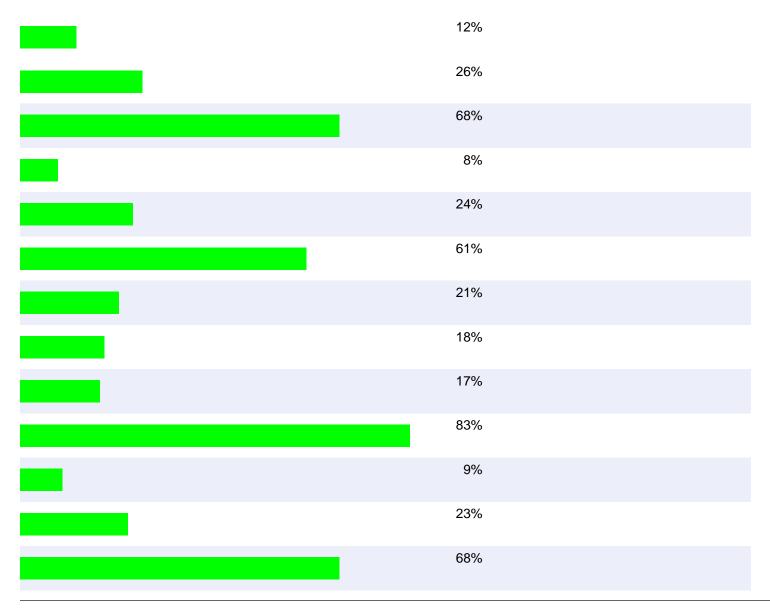
Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

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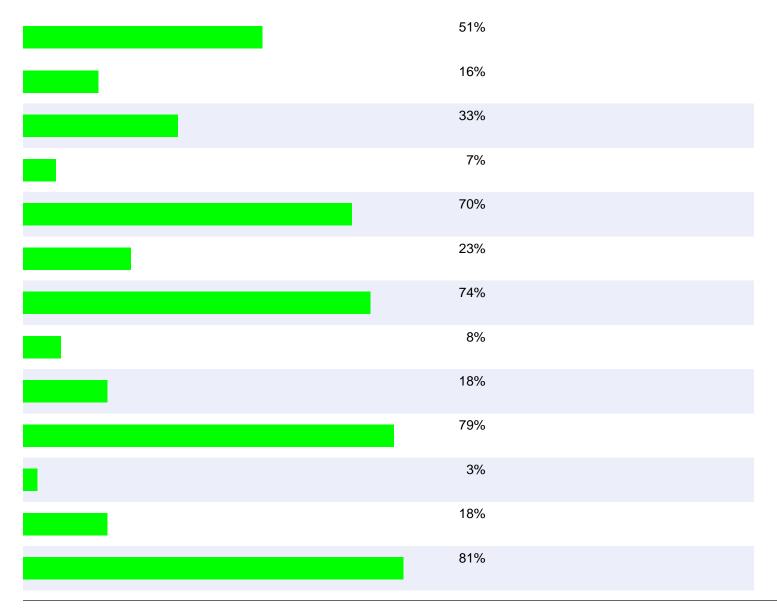
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Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P

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"Always" quiet at night "Sometimes" or "never" quiet at night "Usually" quiet at night "NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it) "YES", patients would definitely recommend the hospital "YES", patients would probably recommend the hospital Room was "always" clean Room was "sometimes" or "never" clean Room was "usually" clean Nurses "always" communicated well Nurses "sometimes" or "never" communicated well Nurses "usually" communicated well Doctors "always" communicated well

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СО	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
СО	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
CO	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
CO	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
CO	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
CO	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
CO	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
CO	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
CO	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
CO	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
СО	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
СО	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
СО	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P

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Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

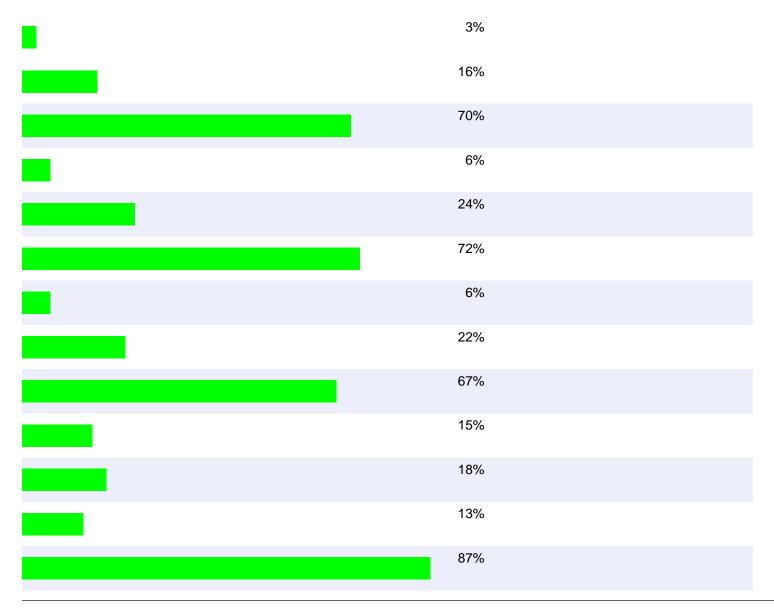
Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

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СО	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
CO	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
СО	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
СО	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
СО	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
СО	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
СО	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
СО	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
СО	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
СТ	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
СТ	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
СТ	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
СТ	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P

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Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

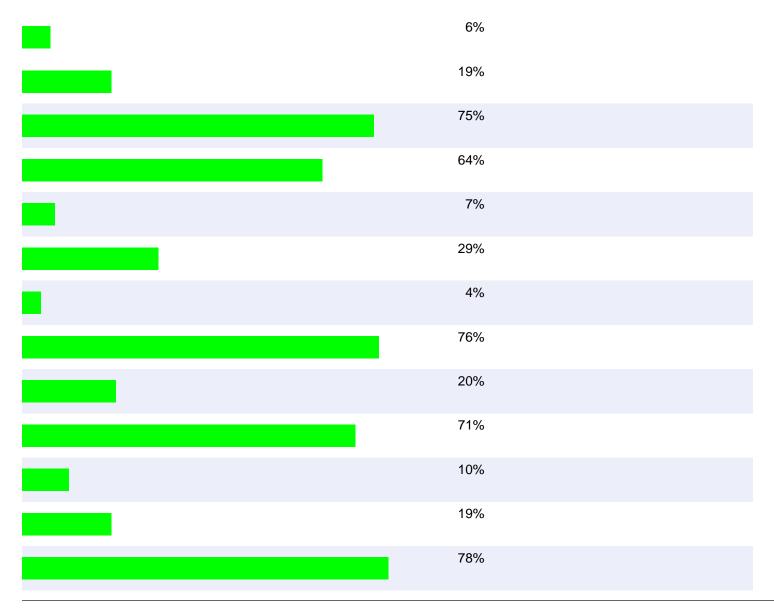
Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

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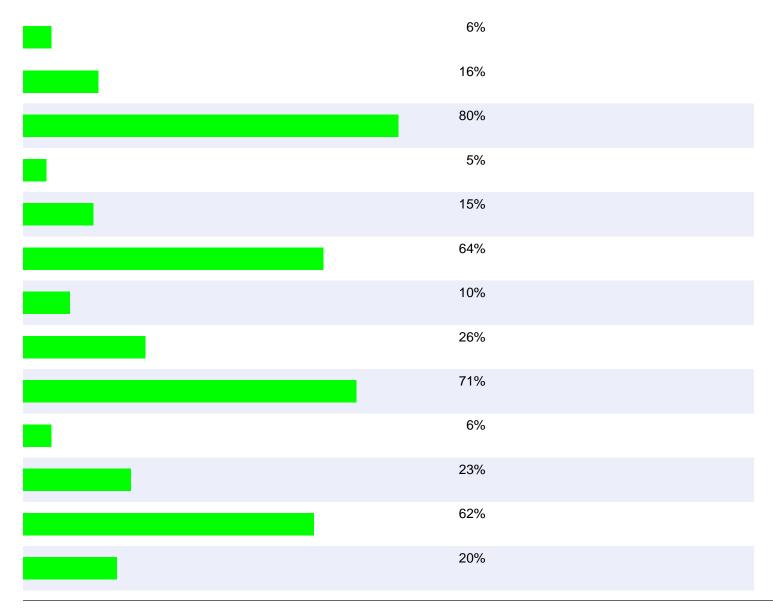
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СТ	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
СТ	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
СТ	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
СТ	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
СТ	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
СТ	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
СТ	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
СТ	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
СТ	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
СТ	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
СТ	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
СТ	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
СТ	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P

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Nurses "sometimes" or "never" communicated well Nurses "usually" communicated well Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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СТ	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
СТ	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
СТ	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
СТ	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
СТ	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
СТ	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
СТ	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
СТ	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
СТ	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
СТ	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
СТ	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
СТ	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
DC	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P

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Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

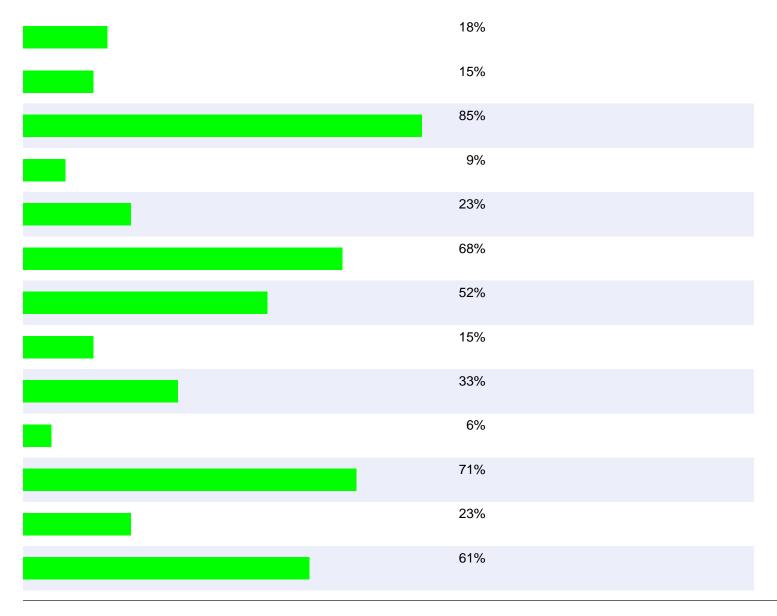
"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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DC	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
DC	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
DC	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
DC	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
DC	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
DC	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
DC	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
DC	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
DC	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
DC	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
DC	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
DC	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
DC	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P

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Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

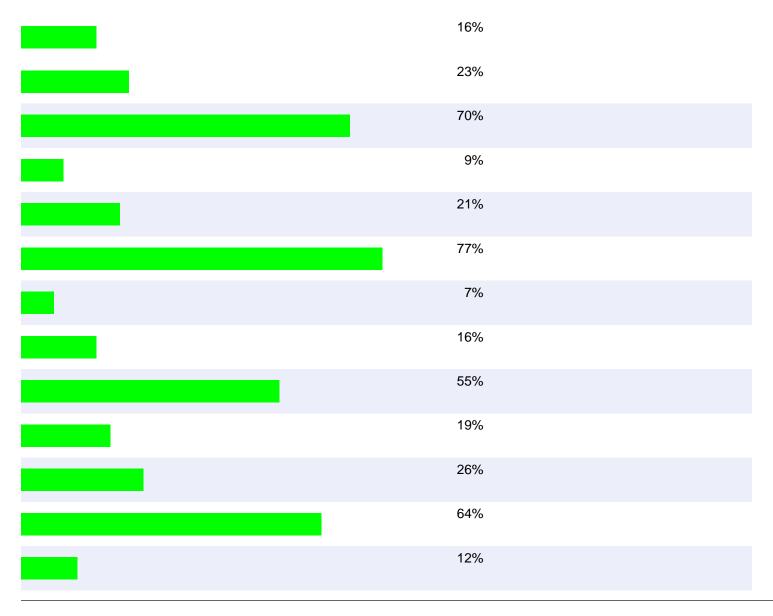
Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013

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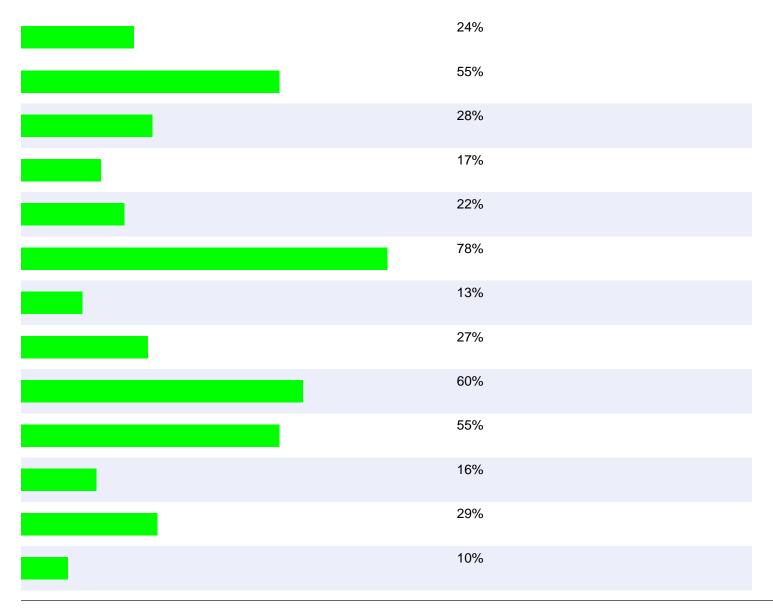
DC	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
DC	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
DC	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
DC	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
DC	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
DC	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
DC	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
DC	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
DC	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
DC	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
DC	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
DC	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
DC	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN

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not or definitely would not recommend it)

Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained No, staff "did not" give patients this information Yes, staff "did" give patients this information Patients who gave a rating of "6" or lower (low) Patients who gave a rating of "7" or "8" (medium) Patients who gave a rating of "9" or "10" (high) "Always" quiet at night "Sometimes" or "never" quiet at night "Usually" quiet at night "NO", patients would not recommend the hospital (they probably would

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
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10/01/2012	09/30/2013
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10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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DC	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
DC	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
DE	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
DE	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
DE	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
DE	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
DE	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
DE	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
DE	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
DE	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
DE	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
DE	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
DE	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P

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"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

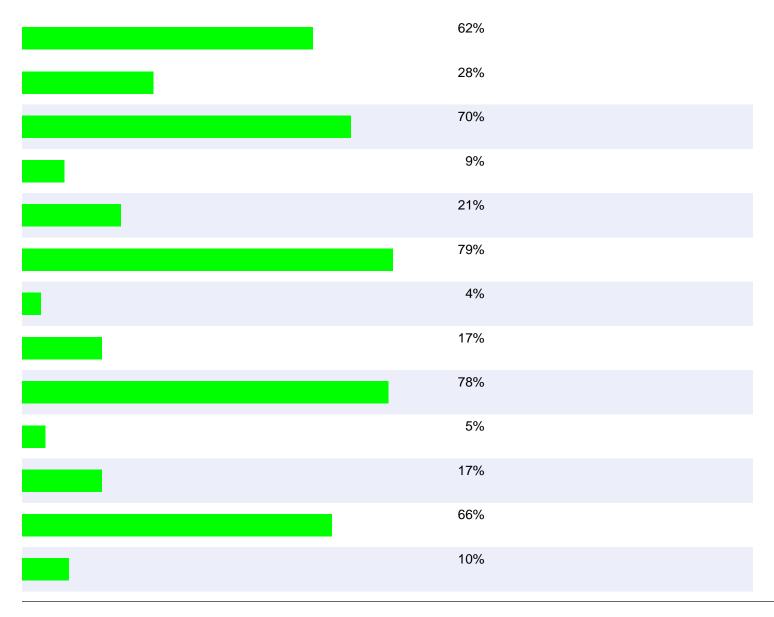
Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

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10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013	10/01/2012	09/30/2013
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10/01/2012 09/30/2013	10/01/2012	09/30/2013

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DE	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
DE	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
DE	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
DE	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
DE	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
DE	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
DE	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
DE	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
DE	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
DE	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
DE	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
DE	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
DE	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P

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Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

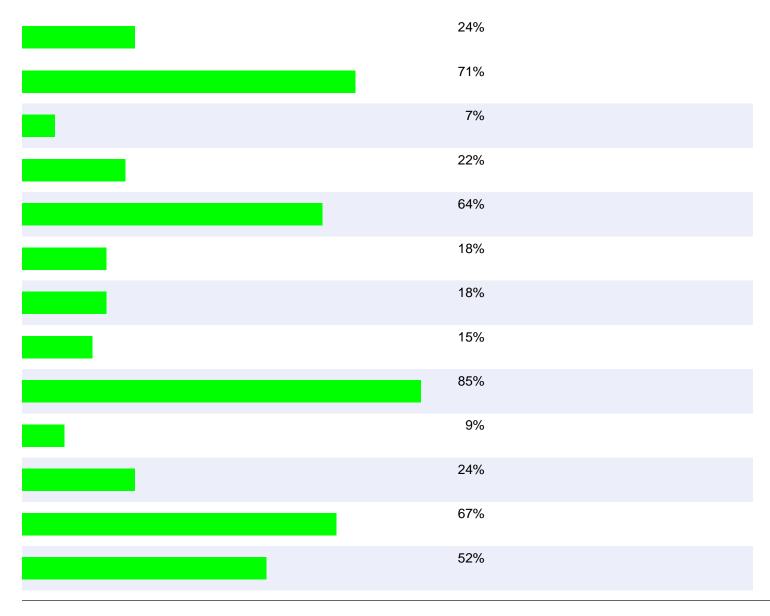
Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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atients who reported that the area around their room was Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
atients who reported that the area around their room was Jsually" quiet at night	H_QUIET_HSP_U_P
atients who reported NO, they would probably not or efinitely not recommend the hospital	H_RECMND_DN
atients who reported YES, they would definitely ecommend the hospital	H_RECMND_DY
atients who reported YES, they would probably ecommend the hospital	H_RECMND_PY
atients who reported that their room and bathroom were Always" clean	H_CLEAN_HSP_A_P
atients who reported that their room and bathroom were Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
atients who reported that their room and bathroom were Jsually" clean	H_CLEAN_HSP_U_P
atients who reported that their nurses "Always" ommunicated well	H_COMP_1_A_P
atients who reported that their nurses "Sometimes" or Never" communicated well	H_COMP_1_SN_P
atients who reported that their nurses "Usually" ommunicated well	H_COMP_1_U_P
atients who reported that their doctors "Always" ommunicated well	H_COMP_2_A_P
atients who reported that their doctors "Sometimes" or Never" communicated well	H_COMP_2_SN_P
	cometimes" or "Never" quiet at night atients who reported that the area around their room was alsually" quiet at night atients who reported NO, they would probably not or atients who reported YES, they would definitely commend the hospital atients who reported YES, they would probably commend the hospital atients who reported YES, they would probably commend the hospital atients who reported that their room and bathroom were always" clean atients who reported that their room and bathroom were dometimes or "Never" clean atients who reported that their room and bathroom were alsually" clean atients who reported that their nurses "Always" ammunicated well atients who reported that their nurses "Sometimes" or alever" communicated well atients who reported that their nurses "Usually" ammunicated well atients who reported that their doctors "Always" ammunicated well atients who reported that their doctors "Always" ammunicated well atients who reported that their doctors "Always" ammunicated well atients who reported that their doctors "Sometimes" or

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"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

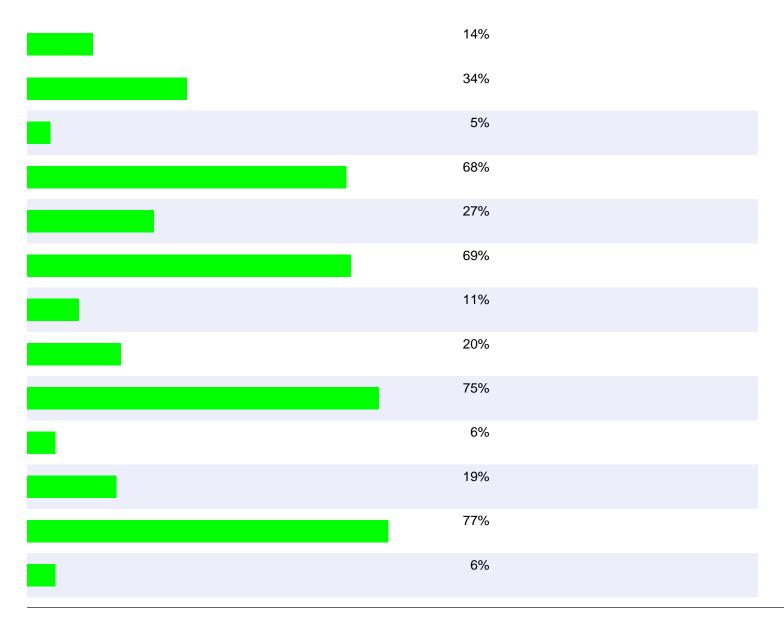
Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013

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Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
	Patients who reported that they "Always" received help as soon as they wanted Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted Patients who reported that they "Usually" received help as soon as they wanted Patients who reported that their pain was "Always" well controlled Patients who reported that their pain was "Sometimes" or "Never" well controlled Patients who reported that their pain was "Usually" well controlled Patients who reported that staff "Always" explained about medicines before giving it to them Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them Patients who reported that staff "Usually" explained about medicines before giving it to them Patients who reported that NO, they were not given information about what to do during their recovery at home Patients who reported that YES, they were given information about what to do during their recovery at home Patients who gave their hospital a rating of 6 or lower on a

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Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

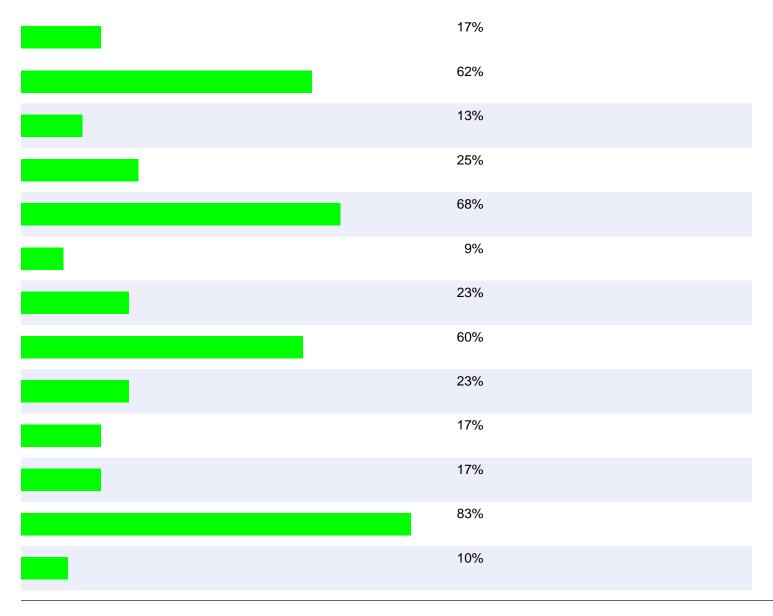
Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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FL	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
FL	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
FL	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
FL	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
FL	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
FL	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
FL	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
FL	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
GA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
GA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
GA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
GA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
GA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P

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Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

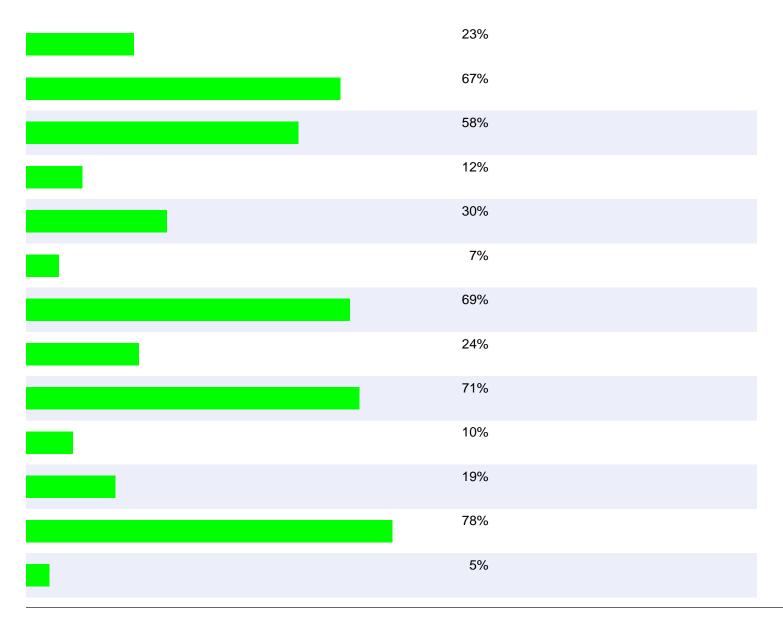
Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

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10/01/2012	09/30/2013
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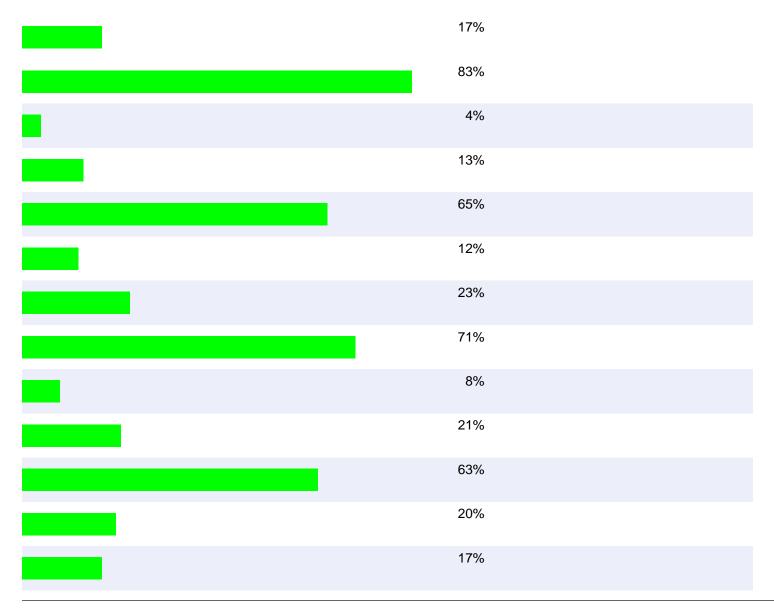
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GA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
GA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
GA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
GA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
GA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
GA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
GA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
GA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
GA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
GA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
GA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
GA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
GA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P

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Nurses "usually" communicated well Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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GA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
GA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
GA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
GA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
GA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
GA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
GA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
GA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
GA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
GA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
GA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
GU	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
GU	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P

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No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

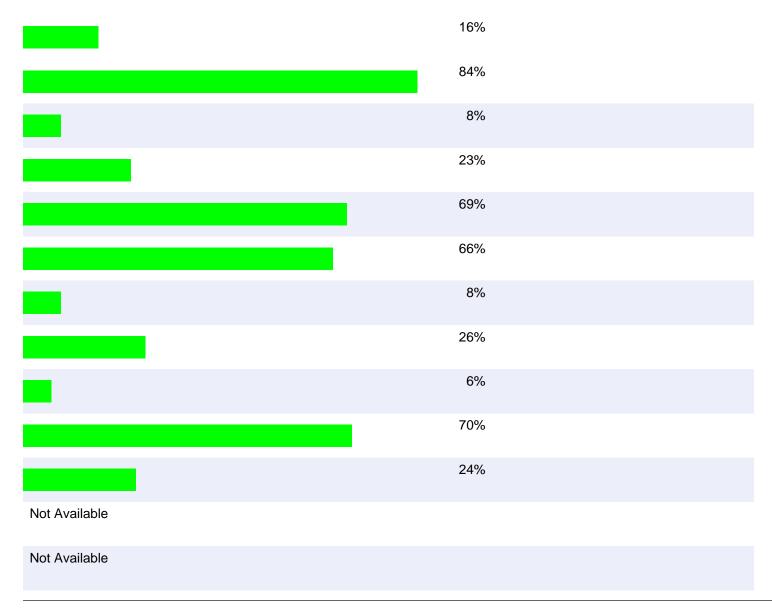
"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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GU	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
GU	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
GU	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
GU	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
GU	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
GU	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
GU	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
GU	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
GU	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
GU	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
GU	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
GU	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
GU	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P

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Room was "usually" clean Nurses "always" communicated well Nurses "sometimes" or "never" communicated well Nurses "usually" communicated well Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled

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Not Available		
Not Available		

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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GU	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
GU	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
GU	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
GU	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
GU	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
GU	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
GU	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
GU	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
GU	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
GU	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
GU	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
GU	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
GU	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY

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Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

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Not Available	
Not Available	

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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GU	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
HI	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
HI	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
HI	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
HI	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
HI	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
HI	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
HI	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
HI	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
HI	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
HI	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
HI	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
HI	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P

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"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

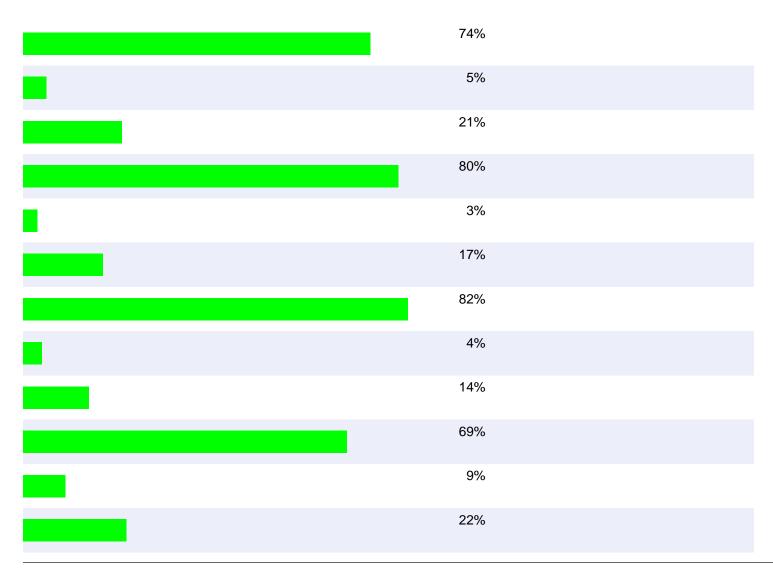
Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

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Not Available



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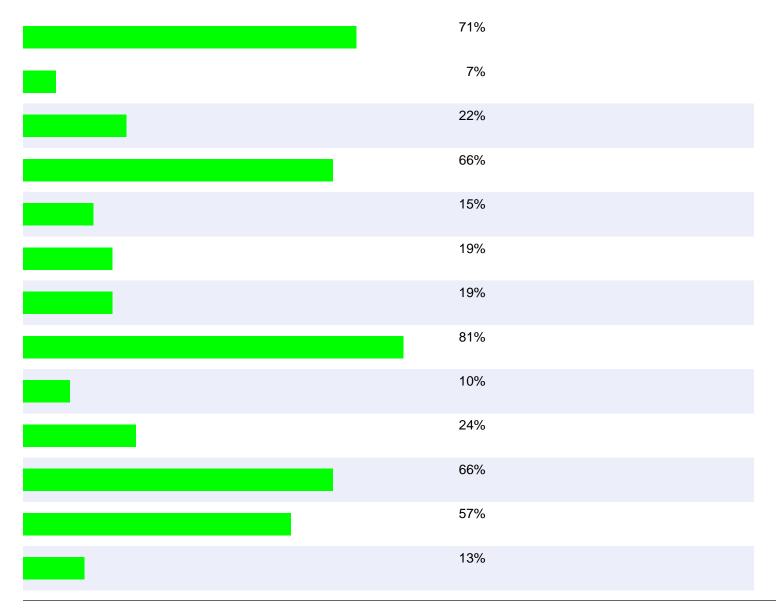
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HI	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
HI	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
HI	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
HI	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
HI	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
HI	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
HI	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
HI	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
HI	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
HI	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
HI	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
Н	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
Н	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P

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Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained No, staff "did not" give patients this information Yes, staff "did" give patients this information Patients who gave a rating of "6" or lower (low) Patients who gave a rating of "7" or "8" (medium) Patients who gave a rating of "9" or "10" (high) "Always" quiet at night "Sometimes" or "never" quiet at night

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10/01/2012	09/30/2013
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10/01/2012	09/30/2013
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10/01/2012	09/30/2013

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HI	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
HI	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
HI	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
HI	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
IA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
IA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
IA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
IA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
IA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
IA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
IA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
IA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
IA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P

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"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

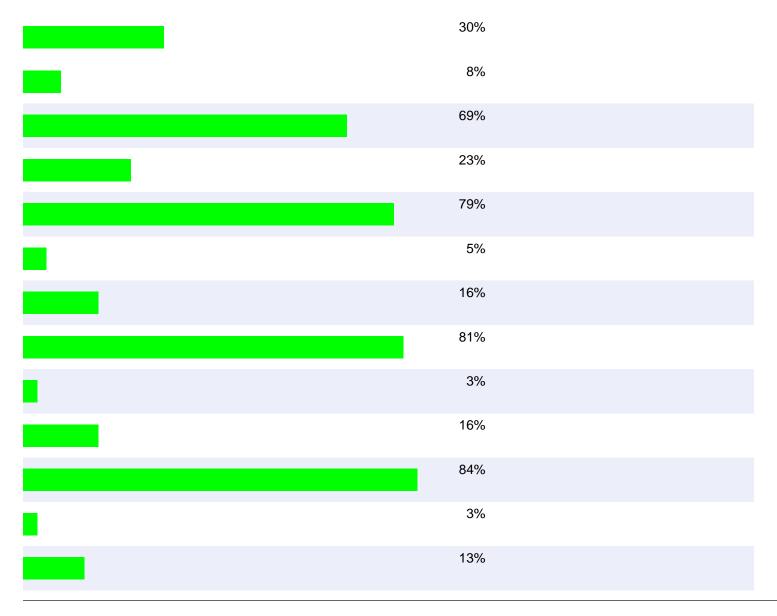
Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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Patients who reported that they "Sometimes" or "Never" H_COMP_3_SN_P received help as soon as they wanted IA Patients who reported that they "Usually" received help as soon as they wanted IA Patients who reported that their pain was "Always" well controlled IA Patients who reported that their pain was "Sometimes" or "Never" well controlled IA Patients who reported that their pain was "Usually" well controlled IA Patients who reported that staff "Always" explained about medicines before giving it to them IA Patients who reported that staff "Sometimes" or "Never" H_COMP_5_A_P explained about medicines before giving it to them IA Patients who reported that staff "Sometimes" or "Never" H_COMP_5_SN_P explained about medicines before giving it to them IA Patients who reported that staff "Usually" explained about H_COMP_5_U_P medicines before giving it to them IA Patients who reported that NO, they were not given information about what to do during their recovery at home IA Patients who reported that YES, they were given information about what to do during their recovery at home IA Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest) IA Patients who gave their hospital a rating of 7 or 8 on a scale H_HSP_RATING_7_8 from 0 (lowest) to 10 (highest)	IA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
Soon as they wanted IA Patients who reported that their pain was "Always" well controlled IA Patients who reported that their pain was "Sometimes" or "Never" well controlled IA Patients who reported that their pain was "Usually" well controlled IA Patients who reported that staff "Always" explained about medicines before giving it to them IA Patients who reported that staff "Sometimes" or "Never" H_COMP_5_A_P Explained about medicines before giving it to them IA Patients who reported that staff "Usually" explained about H_COMP_5_SN_P Explained about medicines before giving it to them IA Patients who reported that staff "Usually" explained about H_COMP_5_U_P medicines before giving it to them IA Patients who reported that NO, they were not given information about what to do during their recovery at home IA Patients who reported that YES, they were given information about what to do during their recovery at home IA Patients who gave their hospital a rating of 6 or lower on a scale H_HSP_RATING_0_6 Scale from 0 (lowest) to 10 (highest) IA Patients who gave their hospital a rating of 7 or 8 on a scale H_HSP_RATING_7_8	IA	•	H_COMP_3_SN_P
Controlled IA Patients who reported that their pain was "Sometimes" or "Never" well controlled IA Patients who reported that their pain was "Usually" well controlled IA Patients who reported that staff "Always" explained about medicines before giving it to them IA Patients who reported that staff "Sometimes" or "Never" H_COMP_5_A_P explained about medicines before giving it to them IA Patients who reported that staff "Sometimes" or "Never" H_COMP_5_SN_P explained about medicines before giving it to them IA Patients who reported that staff "Usually" explained about H_COMP_5_U_P IA Patients who reported that NO, they were not given information about what to do during their recovery at home IA Patients who reported that YES, they were given information H_COMP_6_Y_P about what to do during their recovery at home IA Patients who gave their hospital a rating of 6 or lower on a scale H_HSP_RATING_0_6 IA Patients who gave their hospital a rating of 7 or 8 on a scale H_HSP_RATING_7_8	IA		H_COMP_3_U_P
"Never" well controlled IA Patients who reported that their pain was "Usually" well controlled IA Patients who reported that staff "Always" explained about medicines before giving it to them IA Patients who reported that staff "Sometimes" or "Never" H_COMP_5_SN_P explained about medicines before giving it to them IA Patients who reported that staff "Usually" explained about H_COMP_5_U_P medicines before giving it to them IA Patients who reported that NO, they were not given information about what to do during their recovery at home IA Patients who reported that YES, they were given information about what to do during their recovery at home IA Patients who gave their hospital a rating of 6 or lower on a scale H_HSP_RATING_0_6 scale from 0 (lowest) to 10 (highest) IA Patients who gave their hospital a rating of 7 or 8 on a scale H_HSP_RATING_7_8	IA	·	H_COMP_4_A_P
Controlled IA Patients who reported that staff "Always" explained about H_COMP_5_A_P medicines before giving it to them IA Patients who reported that staff "Sometimes" or "Never" H_COMP_5_SN_P explained about medicines before giving it to them IA Patients who reported that staff "Usually" explained about H_COMP_5_U_P medicines before giving it to them IA Patients who reported that NO, they were not given H_COMP_6_N_P information about what to do during their recovery at home IA Patients who reported that YES, they were given information H_COMP_6_Y_P about what to do during their recovery at home IA Patients who gave their hospital a rating of 6 or lower on a scale H_HSP_RATING_0_6 scale from 0 (lowest) to 10 (highest) IA Patients who gave their hospital a rating of 7 or 8 on a scale H_HSP_RATING_7_8	IA		H_COMP_4_SN_P
medicines before giving it to them IA Patients who reported that staff "Sometimes" or "Never" H_COMP_5_SN_P explained about medicines before giving it to them IA Patients who reported that staff "Usually" explained about H_COMP_5_U_P medicines before giving it to them IA Patients who reported that NO, they were not given information about what to do during their recovery at home IA Patients who reported that YES, they were given information H_COMP_6_Y_P about what to do during their recovery at home IA Patients who gave their hospital a rating of 6 or lower on a scale H_HSP_RATING_0_6 scale from 0 (lowest) to 10 (highest) IA Patients who gave their hospital a rating of 7 or 8 on a scale H_HSP_RATING_7_8	IA	·	H_COMP_4_U_P
explained about medicines before giving it to them IA Patients who reported that staff "Usually" explained about H_COMP_5_U_P medicines before giving it to them IA Patients who reported that NO, they were not given H_COMP_6_N_P information about what to do during their recovery at home IA Patients who reported that YES, they were given information H_COMP_6_Y_P about what to do during their recovery at home IA Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest) IA Patients who gave their hospital a rating of 7 or 8 on a scale H_HSP_RATING_7_8	IA		H_COMP_5_A_P
medicines before giving it to them IA Patients who reported that NO, they were not given information about what to do during their recovery at home IA Patients who reported that YES, they were given information H_COMP_6_Y_P about what to do during their recovery at home IA Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest) IA Patients who gave their hospital a rating of 7 or 8 on a scale H_HSP_RATING_7_8	IA	·	H_COMP_5_SN_P
information about what to do during their recovery at home IA Patients who reported that YES, they were given information H_COMP_6_Y_P about what to do during their recovery at home IA Patients who gave their hospital a rating of 6 or lower on a H_HSP_RATING_0_6 scale from 0 (lowest) to 10 (highest) IA Patients who gave their hospital a rating of 7 or 8 on a scale H_HSP_RATING_7_8	IA	· · · · · · · · · · · · · · · · · · ·	H_COMP_5_U_P
about what to do during their recovery at home IA Patients who gave their hospital a rating of 6 or lower on a H_HSP_RATING_0_6 scale from 0 (lowest) to 10 (highest) IA Patients who gave their hospital a rating of 7 or 8 on a scale H_HSP_RATING_7_8	IA		H_COMP_6_N_P
scale from 0 (lowest) to 10 (highest) IA Patients who gave their hospital a rating of 7 or 8 on a scale H_HSP_RATING_7_8	IA	· · · · · · · · · · · · · · · · · · ·	H_COMP_6_Y_P
	IA		H_HSP_RATING_0_6
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Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

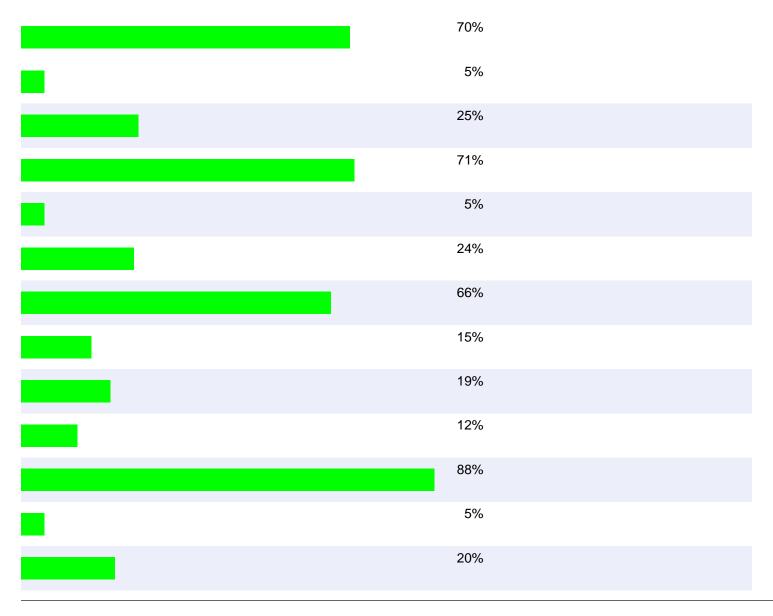
No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

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09/30/2013
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IA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
IA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
IA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
IA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
IA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
IA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
IA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
ID	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
ID	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
ID	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
ID	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
ID	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
ID	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P

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Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

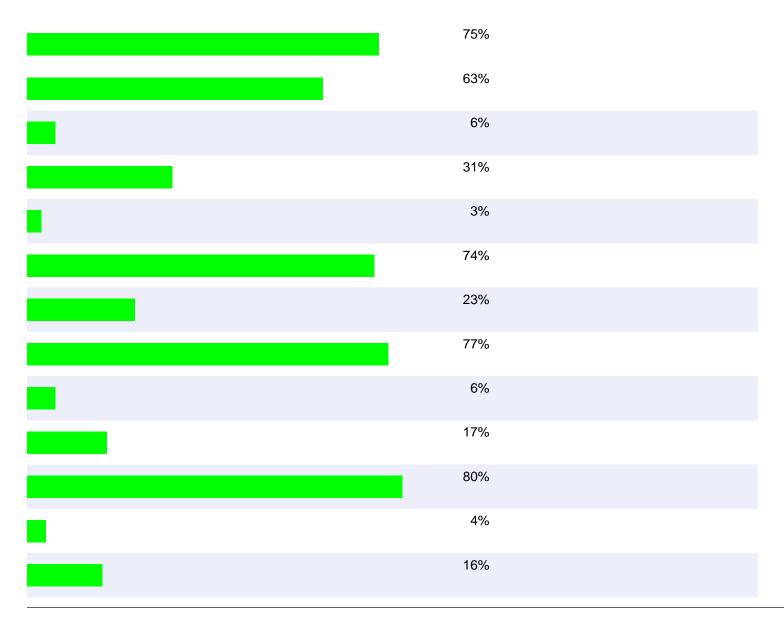
Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013

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ID	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
ID	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
ID	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
ID	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
ID	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
ID	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
ID	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
ID	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
ID	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
ID	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
ID	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
ID	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
ID	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P

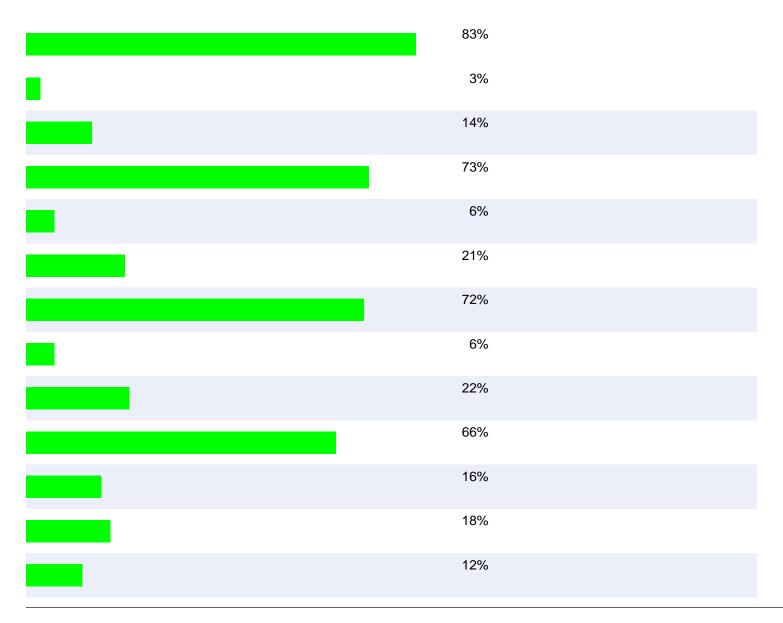
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Staff "usually" explained

No, staff "did not" give patients this information

Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained

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09/30/2013
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ID	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
ID	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
ID	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
ID	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
ID	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
ID	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
ID	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
ID	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
ID	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
ID	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
IL	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
IL	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
IL	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P

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Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

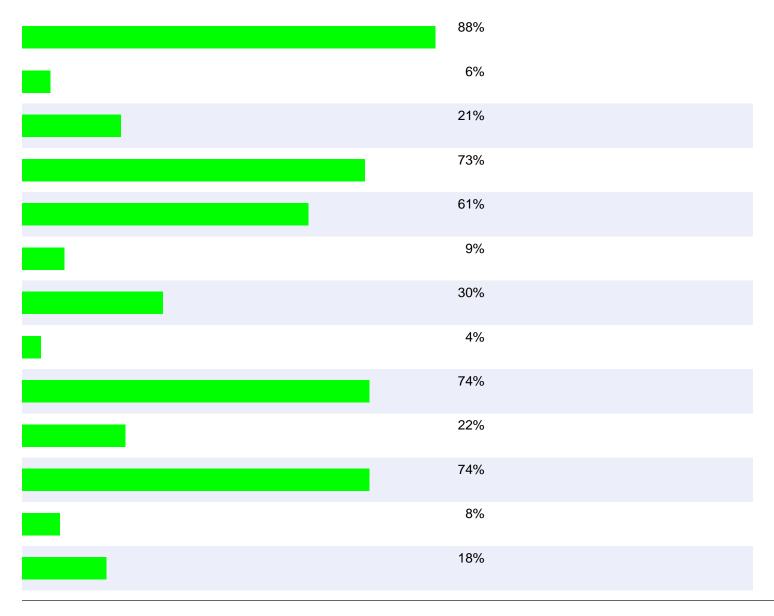
"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

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09/30/2013
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IL	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
IL	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
IL	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
IL	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
IL	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
IL	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
IL	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
IL	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
IL	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
IL	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
IL	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
IL	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
IL	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P

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Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

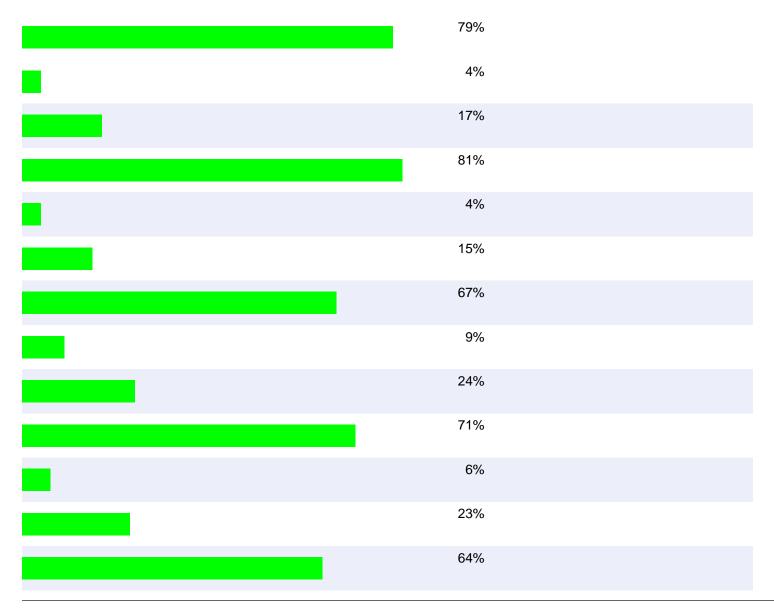
Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

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10/01/2012	09/30/2013
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IL	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
IL	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
IL	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
IL	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
IL	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
IL	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
IL	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
IL	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
IL	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
IL	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
IL	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
IL	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
IL	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY

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Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

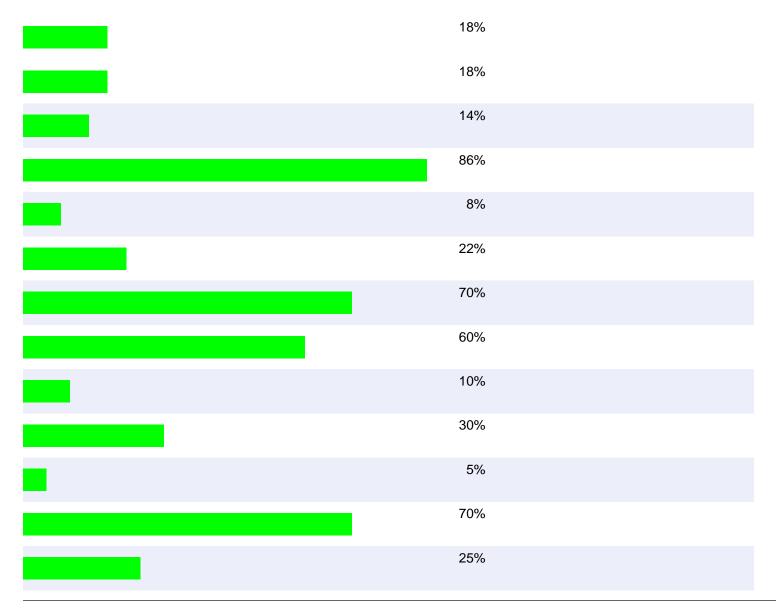
"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

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10/01/2012	09/30/2013
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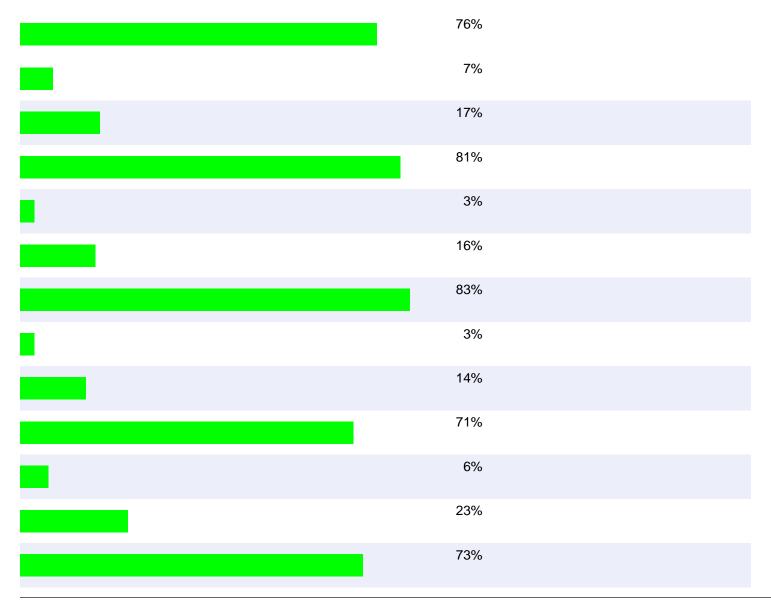
IN	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
IN	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
IN	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
IN	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
IN	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
IN	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
IN	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
IN	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
IN	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
IN	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
IN	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
IN	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
IN	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P

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Pain was "always" well controlled

Room was "always" clean Room was "sometimes" or "never" clean Room was "usually" clean Nurses "always" communicated well Nurses "sometimes" or "never" communicated well Nurses "usually" communicated well Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted

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10/01/2012	09/30/2013
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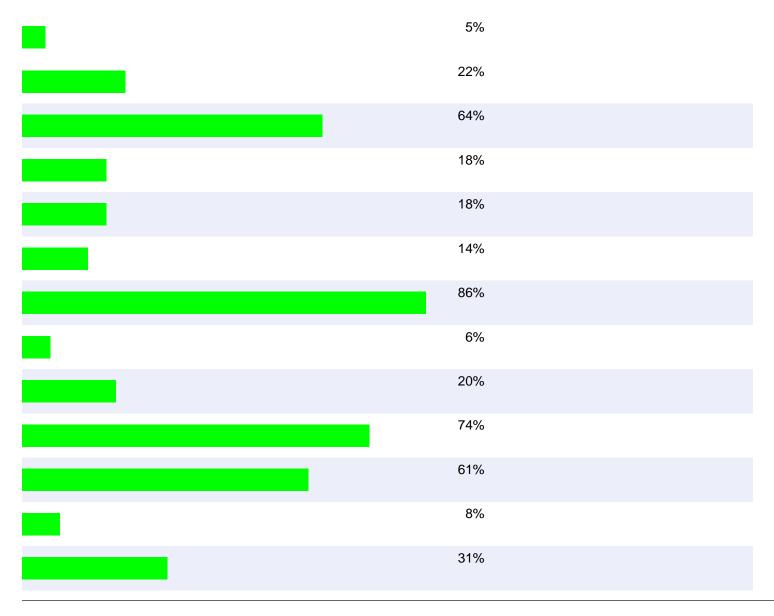
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IN	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
IN	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
IN	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
IN	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
IN	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
IN	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
IN	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
IN	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
IN	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
IN	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
IN	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
IN	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
IN	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P

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Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained No, staff "did not" give patients this information Yes, staff "did" give patients this information Patients who gave a rating of "6" or lower (low) Patients who gave a rating of "7" or "8" (medium) Patients who gave a rating of "9" or "10" (high) "Always" quiet at night "Sometimes" or "never" quiet at night "Usually" quiet at night

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10/01/2012	09/30/2013
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IN	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
IN	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
IN	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
KS	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
KS	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
KS	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
KS	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
KS	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
KS	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
KS	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
KS	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
KS	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
KS	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P

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"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

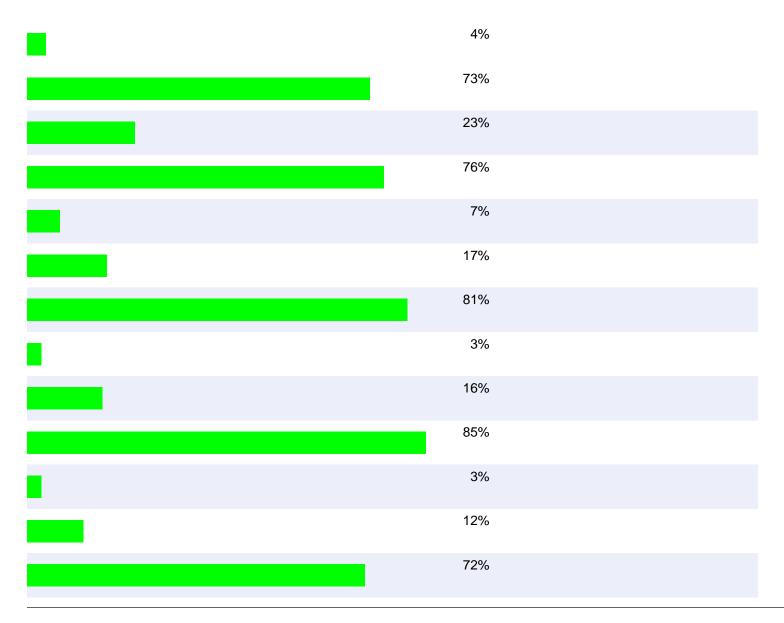
Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

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10/01/2012	09/30/2013
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Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
	Patients who reported that they "Usually" received help as soon as they wanted Patients who reported that their pain was "Always" well controlled Patients who reported that their pain was "Sometimes" or "Never" well controlled Patients who reported that their pain was "Usually" well controlled Patients who reported that their pain was "Usually" well controlled Patients who reported that staff "Always" explained about medicines before giving it to them Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them Patients who reported that staff "Usually" explained about medicines before giving it to them Patients who reported that NO, they were not given information about what to do during their recovery at home Patients who reported that YES, they were given information about what to do during their recovery at home Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest) Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)

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Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

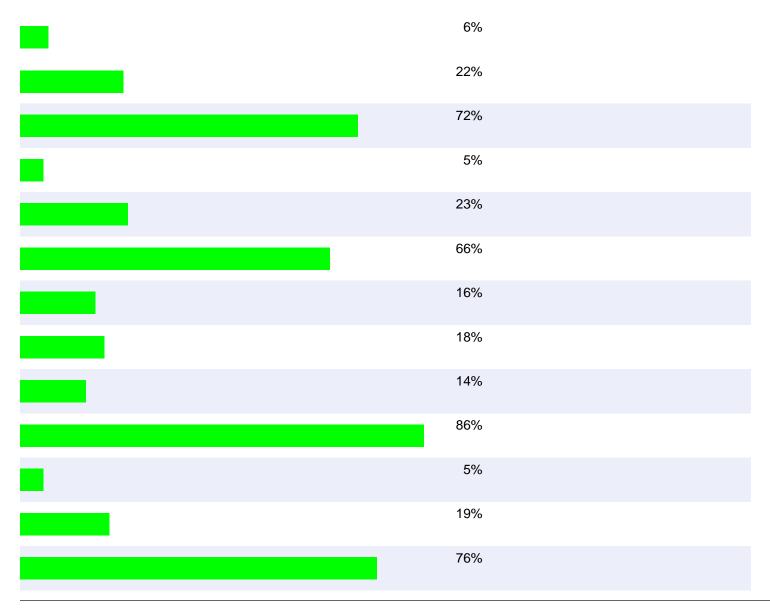
Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

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10/01/2012	09/30/2013
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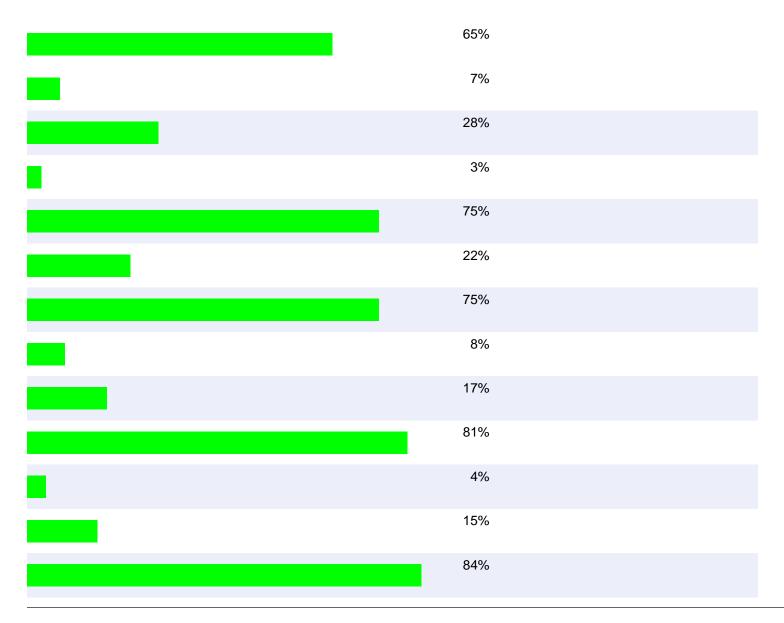
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KS	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
KS	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
KS	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
KS	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
KS	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
KS	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
KY	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
KY	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
KY	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
KY	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
KY	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
KY	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
KY	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P

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"Always" quiet at night "Sometimes" or "never" quiet at night "Usually" quiet at night "NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it) "YES", patients would definitely recommend the hospital "YES", patients would probably recommend the hospital Room was "always" clean Room was "sometimes" or "never" clean Room was "usually" clean Nurses "always" communicated well Nurses "sometimes" or "never" communicated well Nurses "usually" communicated well Doctors "always" communicated well

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10/01/2012	09/30/2013
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KY	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
KY	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
KY	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
KY	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
KY	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
KY	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
KY	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
KY	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
KY	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
KY	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
KY	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
KY	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
KY	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P

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Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

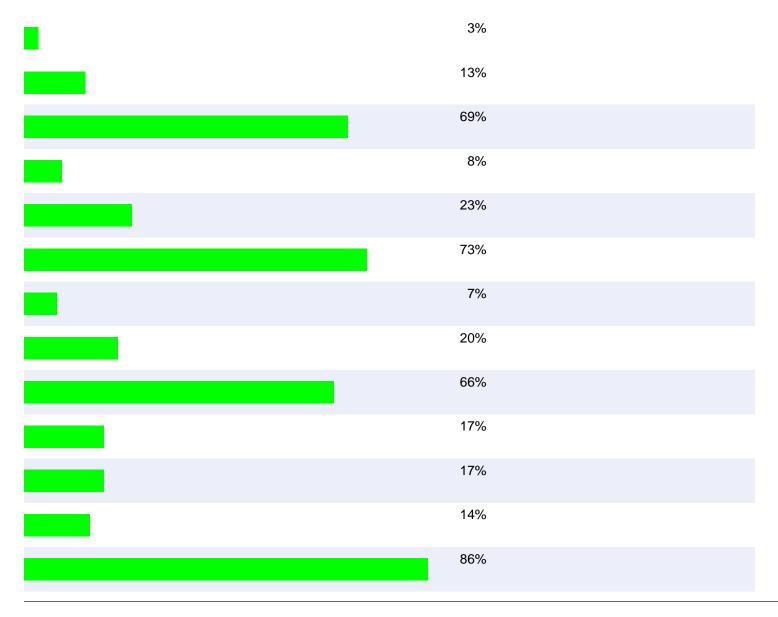
Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

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KY	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
KY	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
KY	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
KY	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
KY	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
KY	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
KY	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
KY	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
KY	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
LA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
LA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
LA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
LA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P

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Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

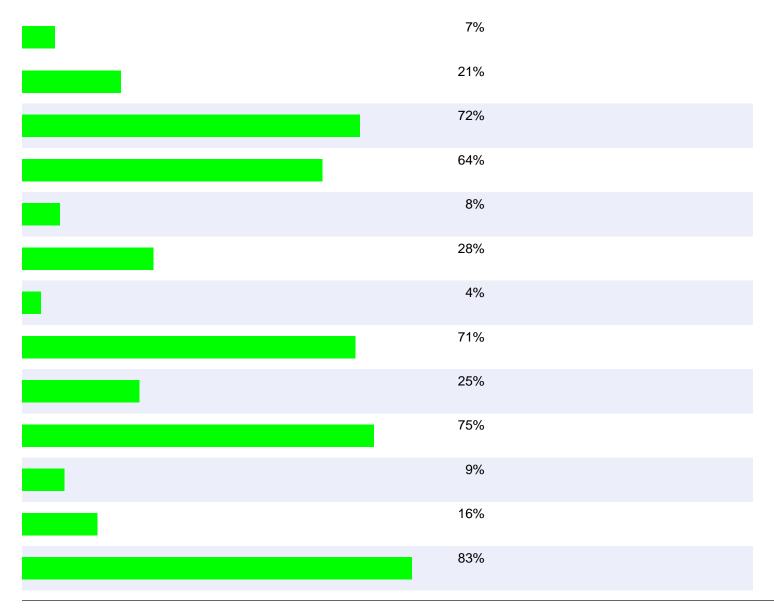
Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

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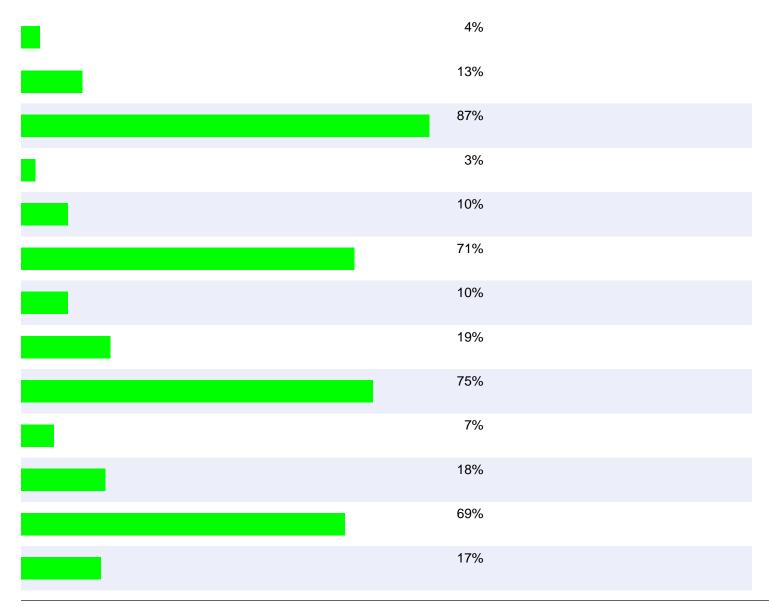
LA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
LA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
LA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
LA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
LA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
LA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
LA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
LA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
LA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
LA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
LA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
LA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
LA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P

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Staff "sometimes" or "never" explained

Nurses "sometimes" or "never" communicated well Nurses "usually" communicated well Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained

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10/01/2012	09/30/2013
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LA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
LA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
LA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
LA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
LA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
LA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
LA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
LA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
LA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
LA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
LA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
LA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P

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Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

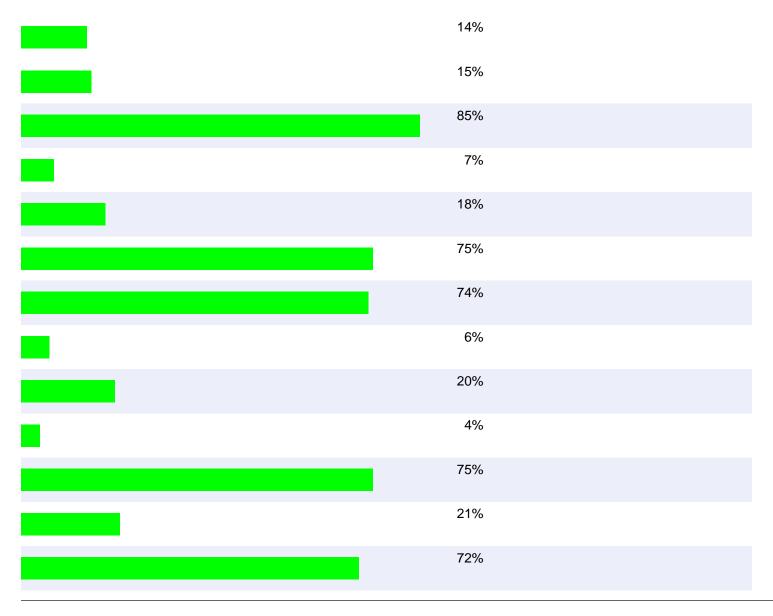
"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

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MA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
MA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
MA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
MA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
MA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
MA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
MA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
MA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P

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Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

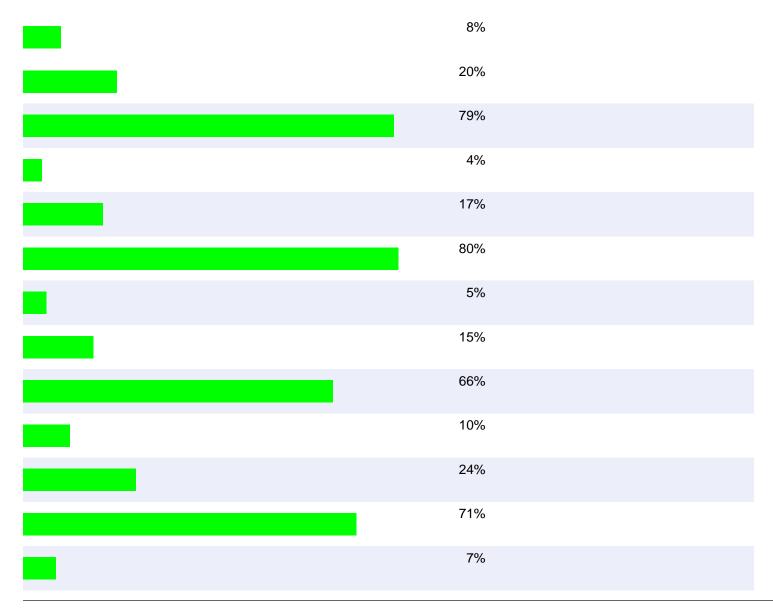
Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

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10/01/2012	09/30/2013
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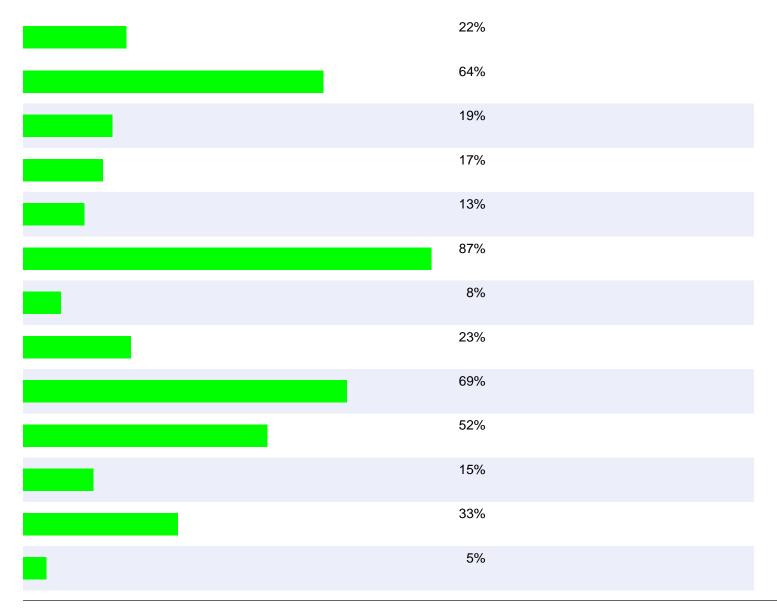
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MA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
MA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
MA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
MA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
MA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
MA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
MA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
MA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
MA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN

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Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained No, staff "did not" give patients this information Yes, staff "did" give patients this information Patients who gave a rating of "6" or lower (low) Patients who gave a rating of "7" or "8" (medium) Patients who gave a rating of "9" or "10" (high) "Always" quiet at night "Sometimes" or "never" quiet at night "Usually" quiet at night "NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

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MA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
MA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MD	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
MD	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
MD	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
MD	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MD	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
MD	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
MD	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MD	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MD	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
MD	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MD	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P

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"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

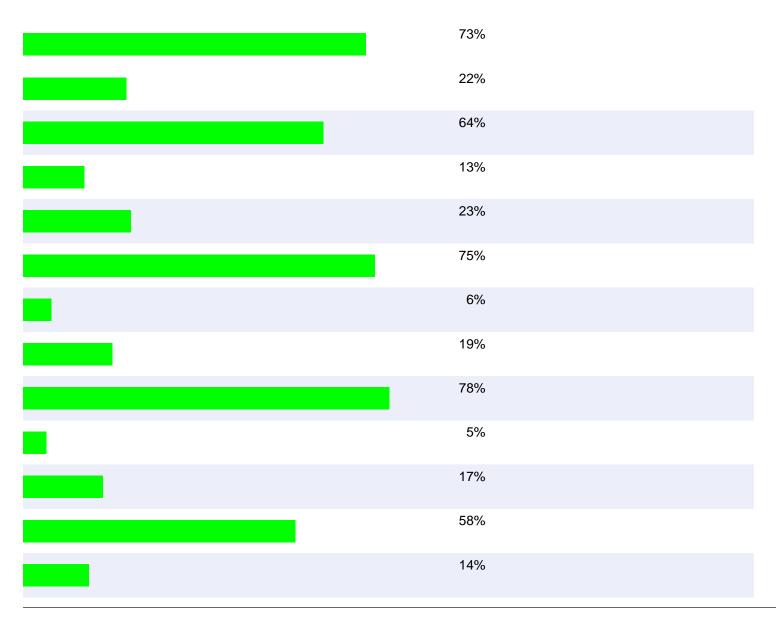
Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

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10/01/2012	09/30/2013
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MD	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
MD	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MD	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
MD	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
MD	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
MD	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MD	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
MD	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
MD	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MD	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MD	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
MD	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MD	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P

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Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

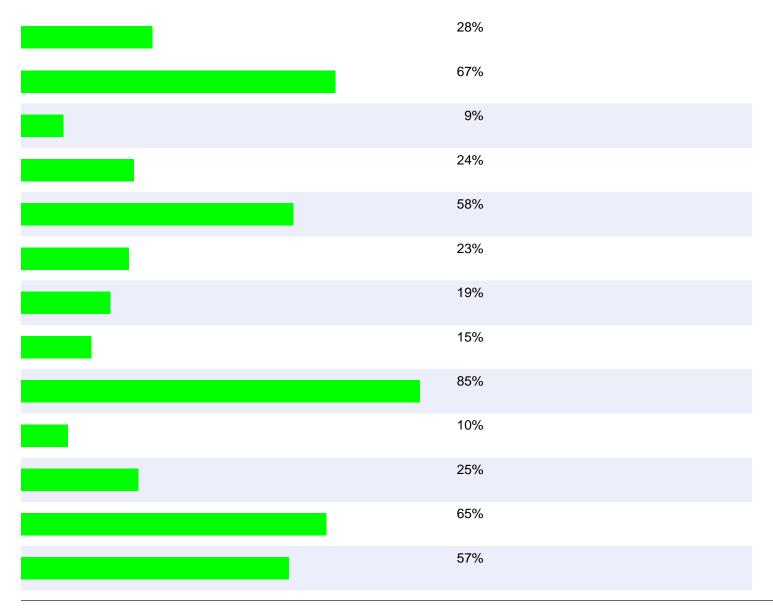
Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

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MD Patients who reported that the area around their room was "Usually" quiet at night MD Patients who reported NO, they would probably not or definitely not recommend the hospital MD Patients who reported YES, they would definitely recommend the hospital MD Patients who reported YES, they would probably H_RECMND_DY recommend the hospital ME Patients who reported that their room and bathroom were "Always" clean ME Patients who reported that their room and bathroom were "Sometimes" or "Never" clean ME Patients who reported that their room and bathroom were "Usually" clean ME Patients who reported that their room and bathroom were "LCLEAN_HSP_U_P" "Usually" clean ME Patients who reported that their nurses "Always" H_COMP_1_A_P communicated well ME Patients who reported that their nurses "Sometimes" or "Never" communicated well ME Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well ME Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well ME Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well ME Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P "Never" communicated well	MD	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
MD Patients who reported YES, they would definitely recommend the hospital MD Patients who reported YES, they would probably recommend the hospital MD Patients who reported YES, they would probably recommend the hospital ME Patients who reported that their room and bathroom were "Always" clean ME Patients who reported that their room and bathroom were "Sometimes" or "Never" clean ME Patients who reported that their room and bathroom were "Usually" clean ME Patients who reported that their nurses "Always" H_COMP_1_A_P communicated well ME Patients who reported that their nurses "Sometimes" or "Never" communicated well ME Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well ME Patients who reported that their nurses "Usually" H_COMP_2_A_P communicated well ME Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well ME Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P	MD	·	H_QUIET_HSP_U_P
recommend the hospital MD Patients who reported YES, they would probably recommend the hospital ME Patients who reported that their room and bathroom were "Always" clean ME Patients who reported that their room and bathroom were "Butlean Handle Recommend Handle Recommend Handle Recommend Reco	MD		H_RECMND_DN
recommend the hospital ME Patients who reported that their room and bathroom were "Always" clean ME Patients who reported that their room and bathroom were "Sometimes" or "Never" clean ME Patients who reported that their room and bathroom were "Usually" clean ME Patients who reported that their nurses "Always" H_COMP_1_A_P communicated well ME Patients who reported that their nurses "Sometimes" or "Never" communicated well ME Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well ME Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well ME Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well ME Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P	MD		H_RECMND_DY
"Always" clean ME Patients who reported that their room and bathroom were "Sometimes" or "Never" clean ME Patients who reported that their room and bathroom were "LCLEAN_HSP_U_P "Usually" clean ME Patients who reported that their nurses "Always" H_COMP_1_A_P communicated well ME Patients who reported that their nurses "Sometimes" or "Never" communicated well ME Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well ME Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well ME Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P	MD		H_RECMND_PY
"Sometimes" or "Never" clean ME Patients who reported that their room and bathroom were "Usually" clean ME Patients who reported that their nurses "Always" H_COMP_1_A_P communicated well ME Patients who reported that their nurses "Sometimes" or "Never" communicated well ME Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well ME Patients who reported that their nurses "Usually" H_COMP_2_A_P communicated well ME Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well ME Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P	ME	·	H_CLEAN_HSP_A_P
"Usually" clean ME Patients who reported that their nurses "Always" H_COMP_1_A_P communicated well ME Patients who reported that their nurses "Sometimes" or H_COMP_1_SN_P "Never" communicated well ME Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well ME Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well ME Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P	ME	·	H_CLEAN_HSP_SN_P
communicated well ME Patients who reported that their nurses "Sometimes" or "Never" communicated well ME Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well ME Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well ME Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P	ME	·	H_CLEAN_HSP_U_P
"Never" communicated well ME Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well ME Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well ME Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P	ME		H_COMP_1_A_P
communicated well ME Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well ME Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P	ME	·	H_COMP_1_SN_P
communicated well ME Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P	ME		H_COMP_1_U_P
·	ME		H_COMP_2_A_P
	ME	•	H_COMP_2_SN_P

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"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

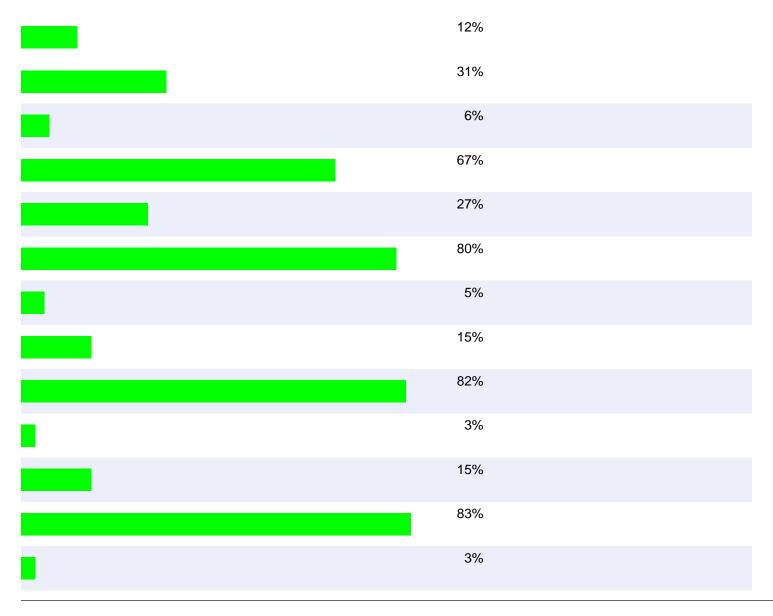
Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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ME	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
ME	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
ME	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
ME	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
ME	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
ME	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
ME	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
ME	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
ME	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
ME	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
ME	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
ME	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
ME	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6

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Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

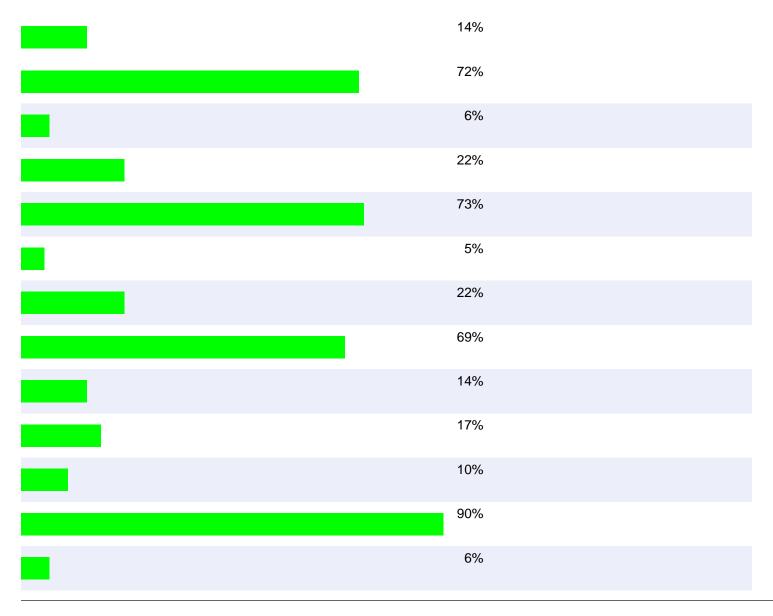
Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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ME	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
ME	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
ME	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
ME	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
ME	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
ME	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
ME	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
ME	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MI	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
MI	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
MI	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
MI	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MI	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P

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Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

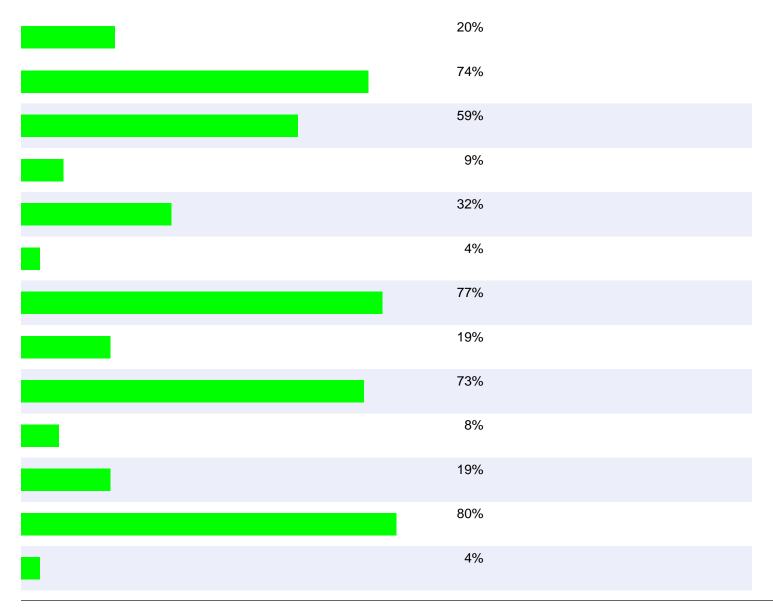
Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

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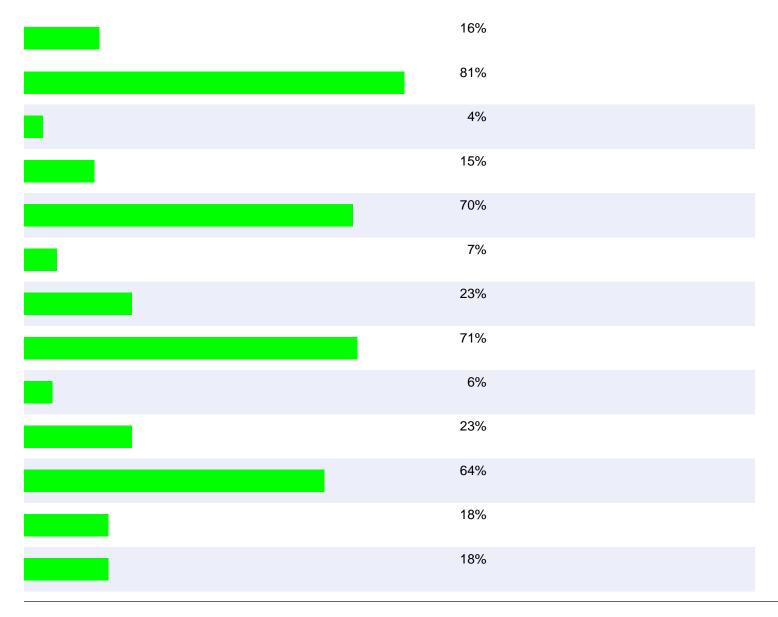
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MI	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
MI	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MI	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MI	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
MI	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MI	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
MI	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
MI	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MI	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
MI	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
MI	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
MI	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MI	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P

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Nurses "usually" communicated well Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained

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10/01/2012	09/30/2013
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MI	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
MI	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MI	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MI	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
MI	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MI	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
MI	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
MI	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
MI	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
MI	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
MI	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MN	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
MN	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P

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No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

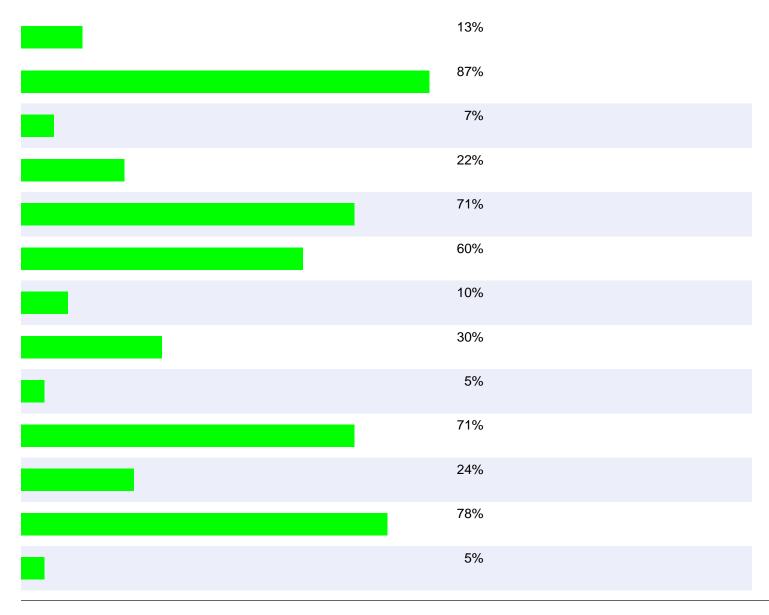
"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

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10/01/2012	09/30/2013
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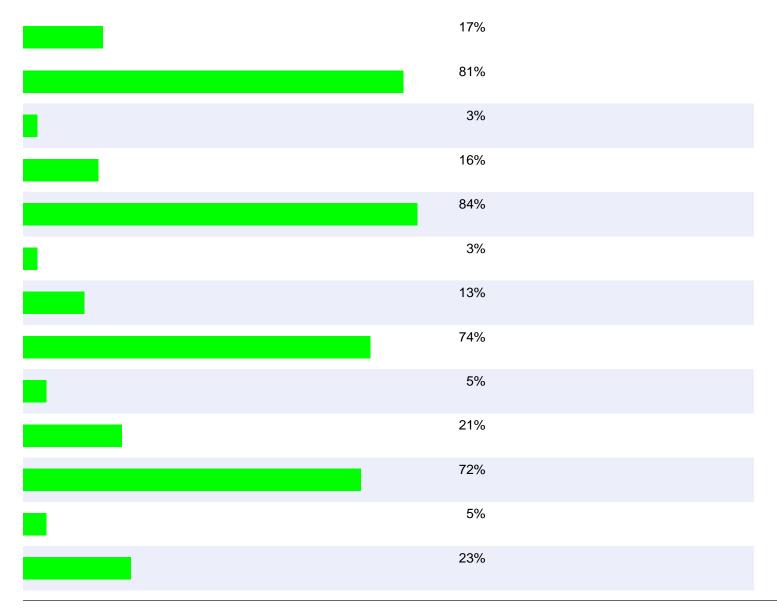
MN	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
MN	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MN	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
MN	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
MN	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MN	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MN	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
MN	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MN	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
MN	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
MN	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MN	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
MN	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P

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Pain was "usually" well controlled

Room was "usually" clean Nurses "always" communicated well Nurses "sometimes" or "never" communicated well Nurses "usually" communicated well Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled

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MN	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
MN	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MN	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
MN	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
MN	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MN	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MN	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
MN	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MN	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
MN	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
MN	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
MN	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
MN	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY

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Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

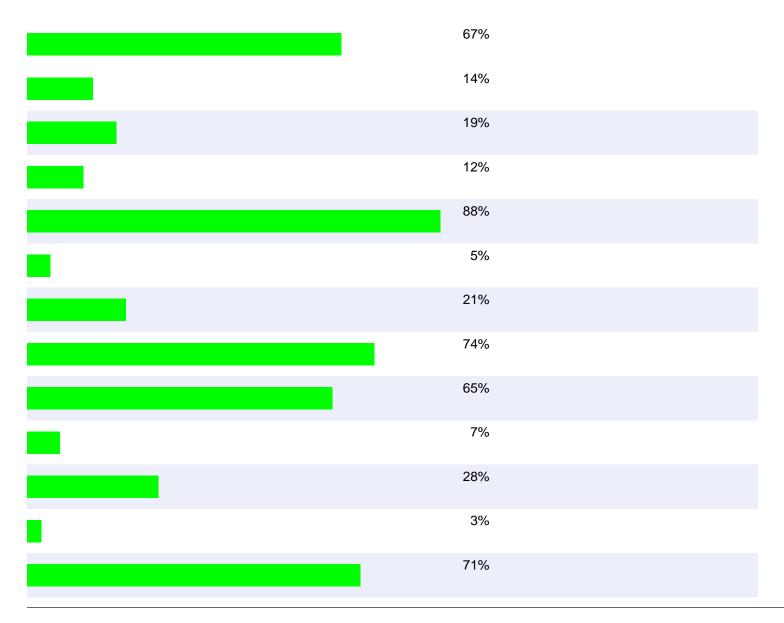
"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

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10/01/2012	09/30/2013
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10/01/2012	09/30/2013

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MN	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MO	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
MO	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
MO	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
MO	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MO	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
MO	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
MO	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MO	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MO	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
MO	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
МО	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
МО	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P

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"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

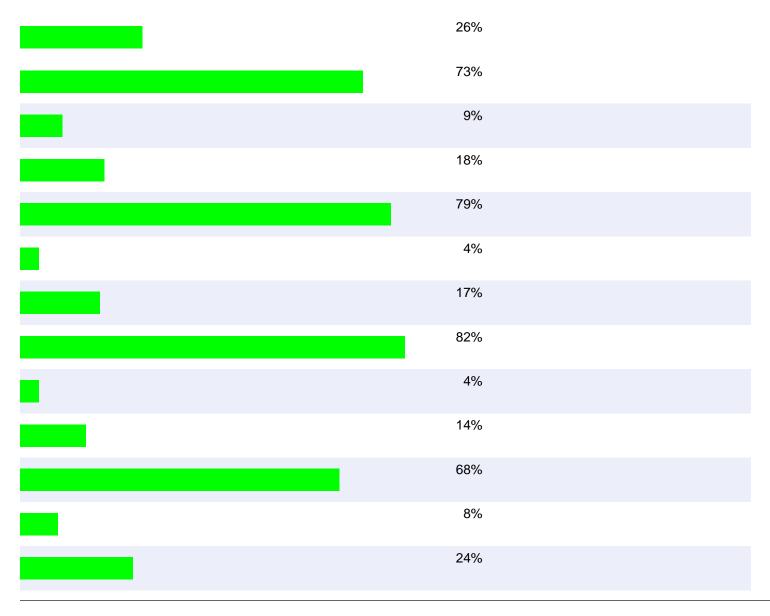
Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

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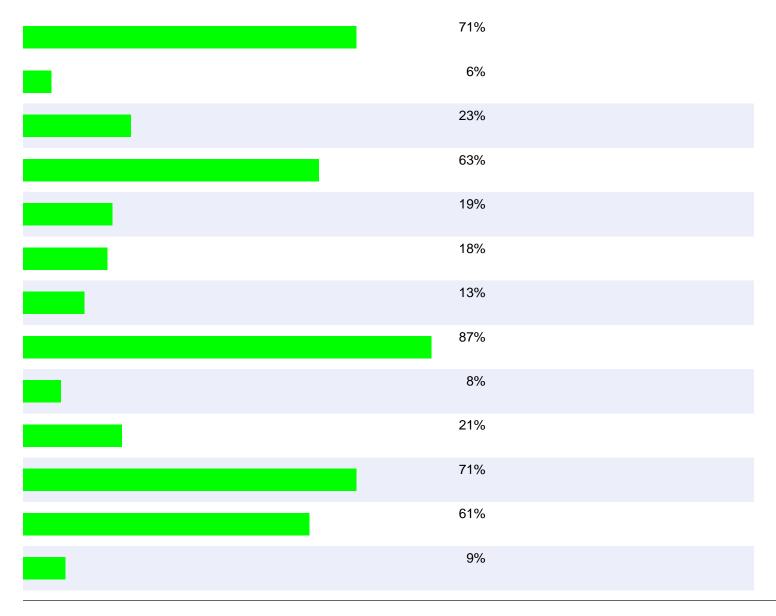
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МО	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MO	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
MO	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
MO	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
MO	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MO	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
MO	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
MO	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MO	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MO	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
MO	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
МО	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
МО	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P

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Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained No, staff "did not" give patients this information Yes, staff "did" give patients this information Patients who gave a rating of "6" or lower (low) Patients who gave a rating of "7" or "8" (medium) Patients who gave a rating of "9" or "10" (high) "Always" quiet at night "Sometimes" or "never" quiet at night

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МО	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
МО	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
MO	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
MO	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MP	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
MP	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
MP	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
MP	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MP	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
MP	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
MP	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MP	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MP	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P

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"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

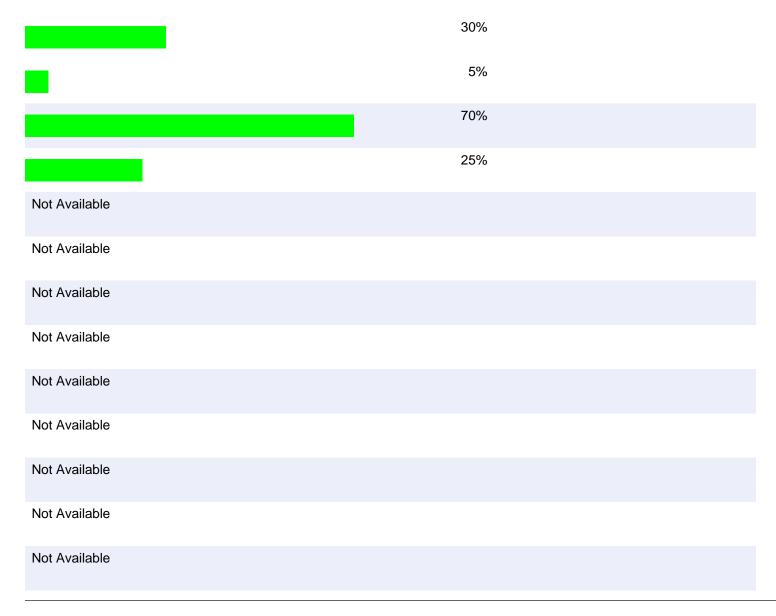
Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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MP	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MP	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
MP	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
MP	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MP	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
MP	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
MP	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
MP	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MP	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
MP	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
MP	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MP	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MP	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8

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Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

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Not Available	
Not Available	

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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MP	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MP	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
MP	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
MP	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
MP	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
MP	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
MP	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MS	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
MS	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
MS	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
MS	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MS	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
MS	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P

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Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

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Not Available 74% 9% 17% 81% 5% 14%

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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MS	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MS	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MS	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
MS	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MS	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
MS	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
MS	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MS	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
MS	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
MS	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
MS	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MS	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
MS	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P

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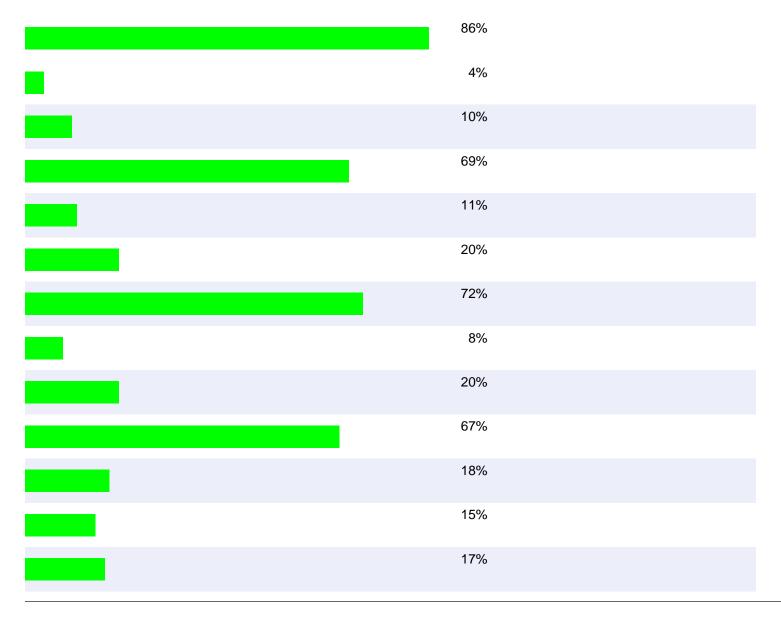
Staff "sometimes" or "never" explained

No, staff "did not" give patients this information

Staff "usually" explained

Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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MS	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MS	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MS	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
MS	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MS	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
MS	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
MS	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
MS	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
MS	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
MS	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MT	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
MT	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
MT	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P

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Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

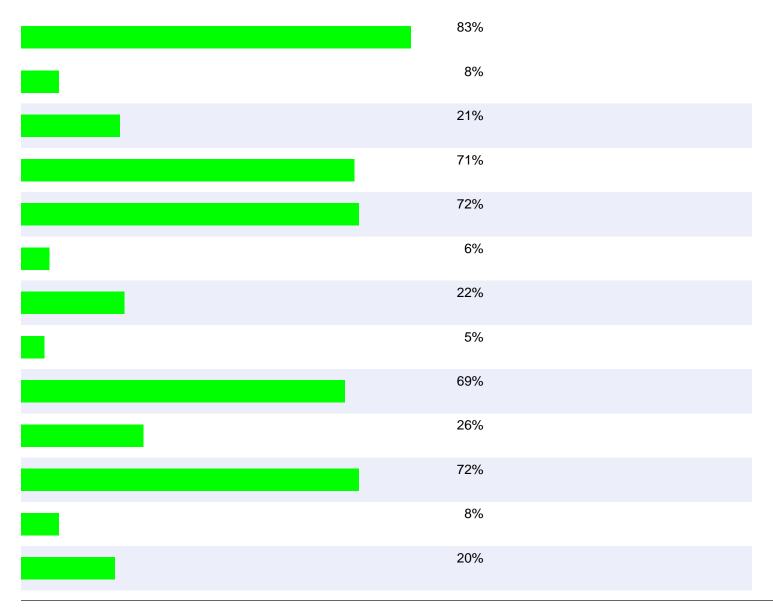
"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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MT	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MT	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
MT	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
MT	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MT	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MT	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
MT	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MT	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
MT	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
MT	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MT	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
MT	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
MT	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P

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Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

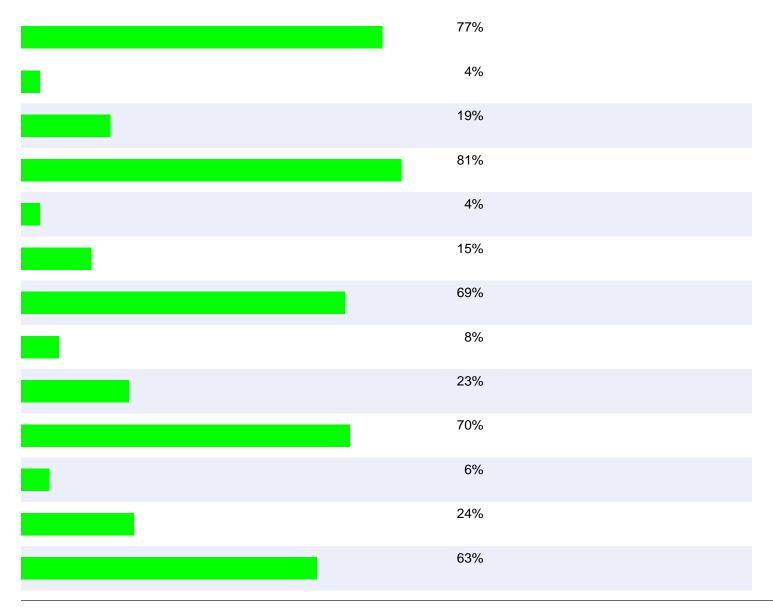
Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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MT	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MT	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
MT	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
MT	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MT	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MT	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
MT	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MT	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
MT	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
MT	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
MT	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
MT	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
MT	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY

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Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

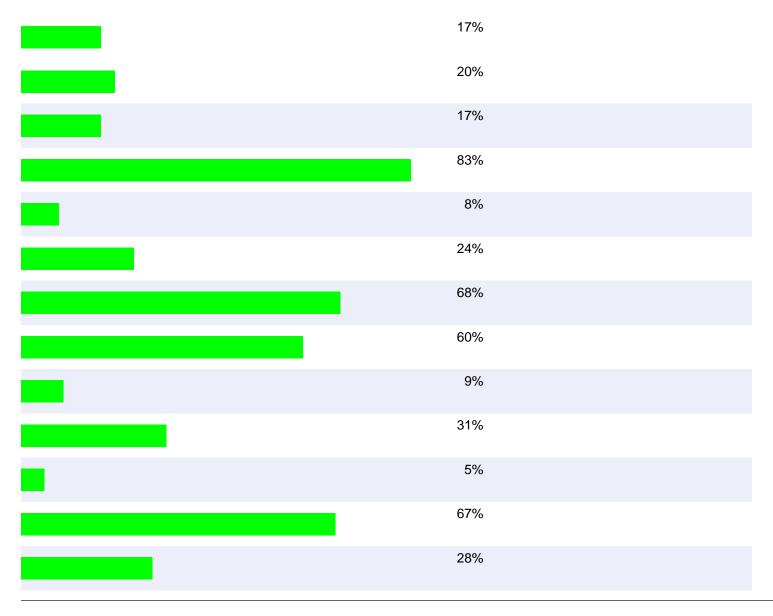
"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
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10/01/2012	09/30/2013

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NC	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
NC	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
NC	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
NC	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
NC	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
NC	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
NC	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
NC	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
NC	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
NC	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
NC	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
NC	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
NC	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P

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Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

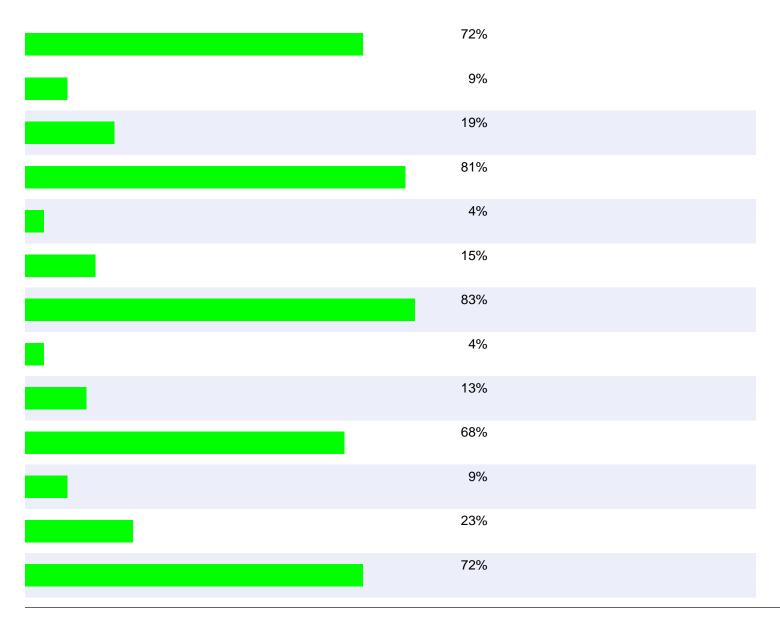
Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013

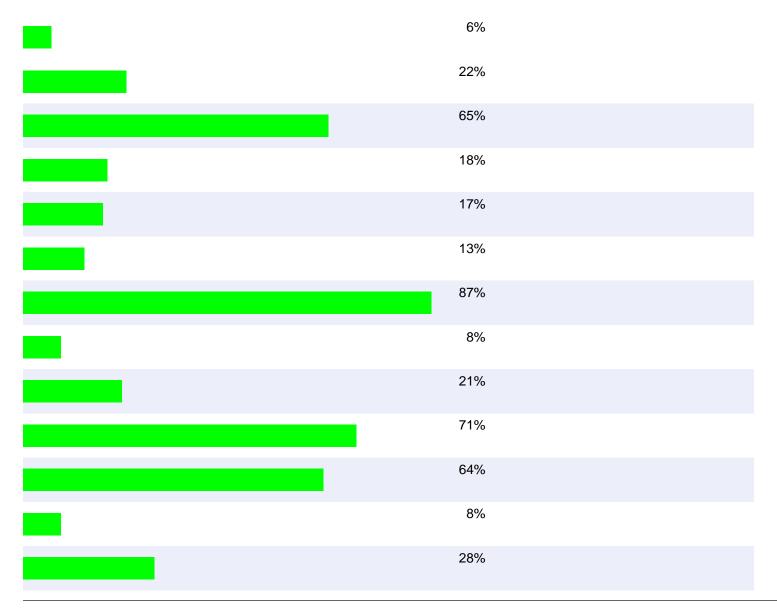
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NC	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
NC	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
NC	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
NC	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
NC	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
NC	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
NC	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
NC	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
NC	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
NC	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
NC	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
NC	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
NC	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P

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Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained No, staff "did not" give patients this information Yes, staff "did" give patients this information Patients who gave a rating of "6" or lower (low) Patients who gave a rating of "7" or "8" (medium) Patients who gave a rating of "9" or "10" (high) "Always" quiet at night "Sometimes" or "never" quiet at night "Usually" quiet at night

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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NC	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
NC	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
NC	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
ND	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
ND	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
ND	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
ND	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
ND	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
ND	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
ND	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
ND	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
ND	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
ND	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P

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"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

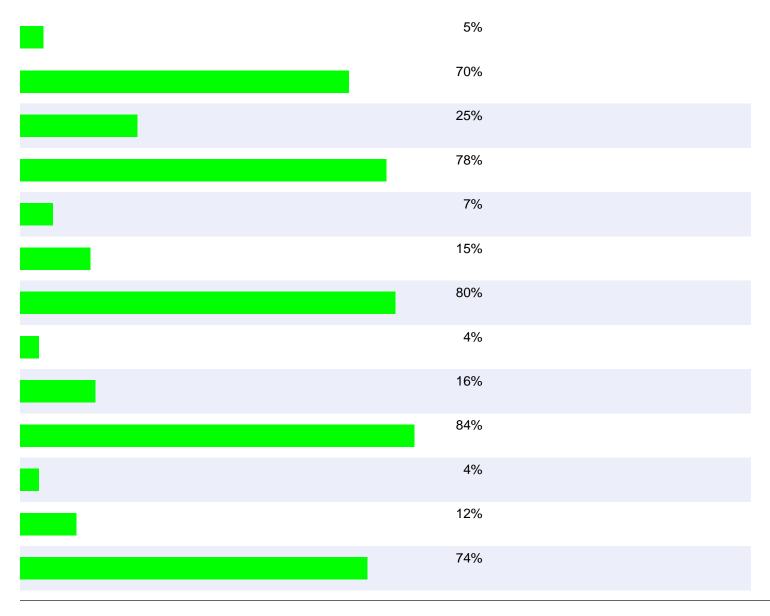
Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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ND	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
ND	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
ND	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
ND	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
ND	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
ND	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
ND	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
ND	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
ND	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
ND	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
ND	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
ND	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
ND	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10

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Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

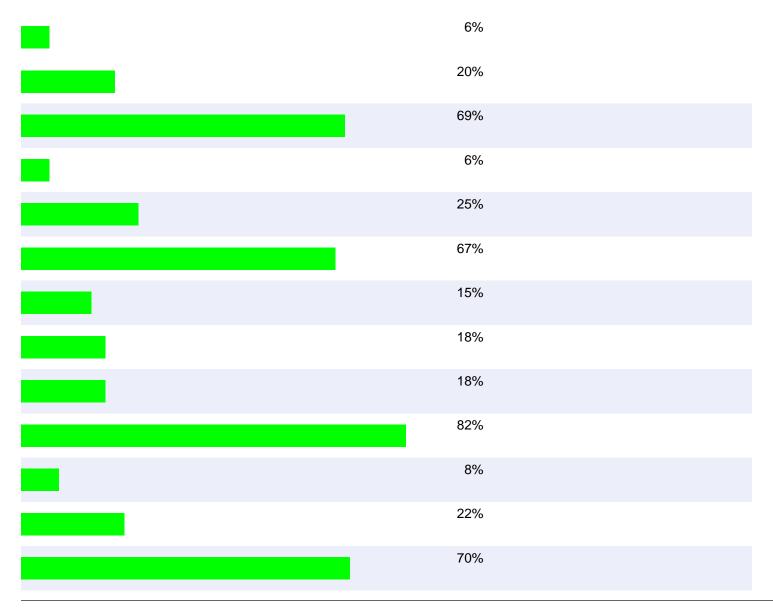
Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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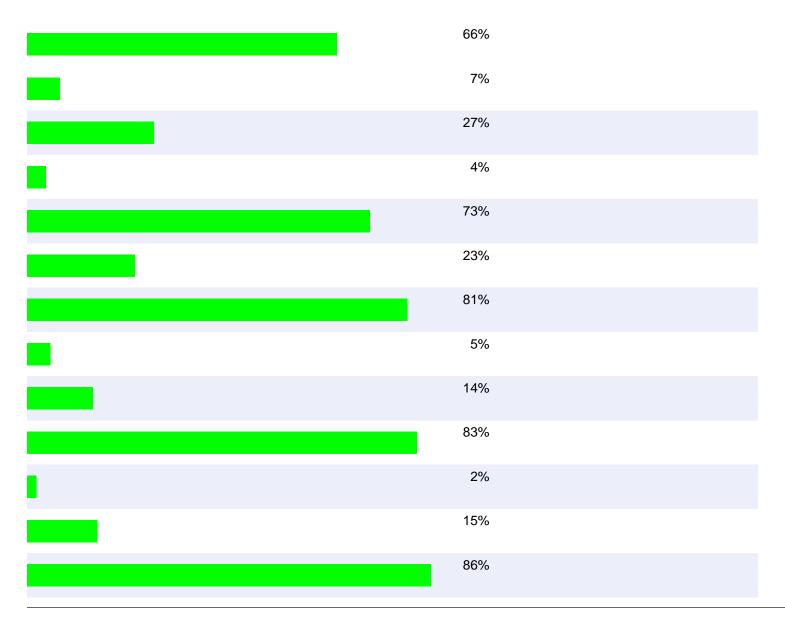
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ND	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
ND	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
ND	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
ND	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
ND	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
ND	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
NE	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
NE	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
NE	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
NE	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
NE	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
NE	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
NE	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P

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"Always" quiet at night "Sometimes" or "never" quiet at night "Usually" quiet at night "NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it) "YES", patients would definitely recommend the hospital "YES", patients would probably recommend the hospital Room was "always" clean Room was "sometimes" or "never" clean Room was "usually" clean Nurses "always" communicated well Nurses "sometimes" or "never" communicated well Nurses "usually" communicated well Doctors "always" communicated well

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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NE	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
NE	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
NE	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
NE	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
NE	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
NE	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
NE	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
NE	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
NE	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
NE	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
NE	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
NE	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
NE	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P

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Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

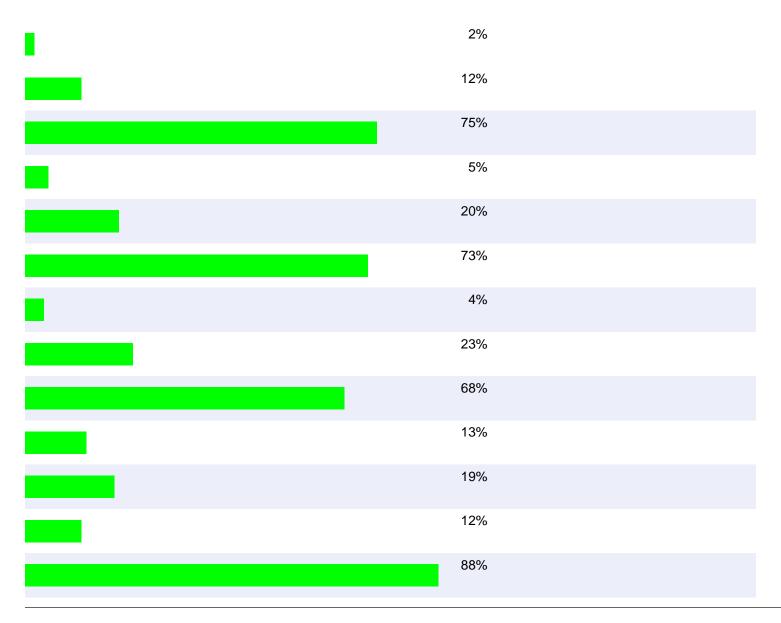
Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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NE	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
NE	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
NE	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
NE	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
NE	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
NE	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
NE	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
NE	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
NE	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
NH	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
NH	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
NH	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
NH	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P

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Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

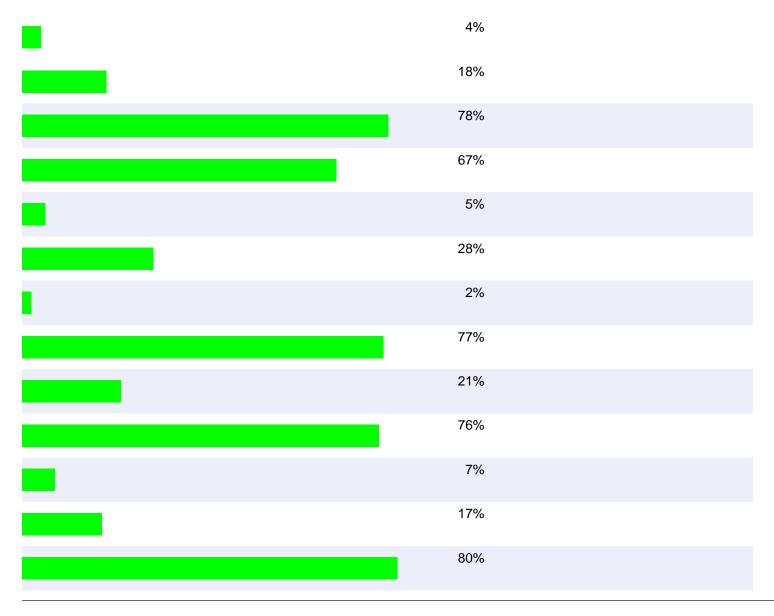
Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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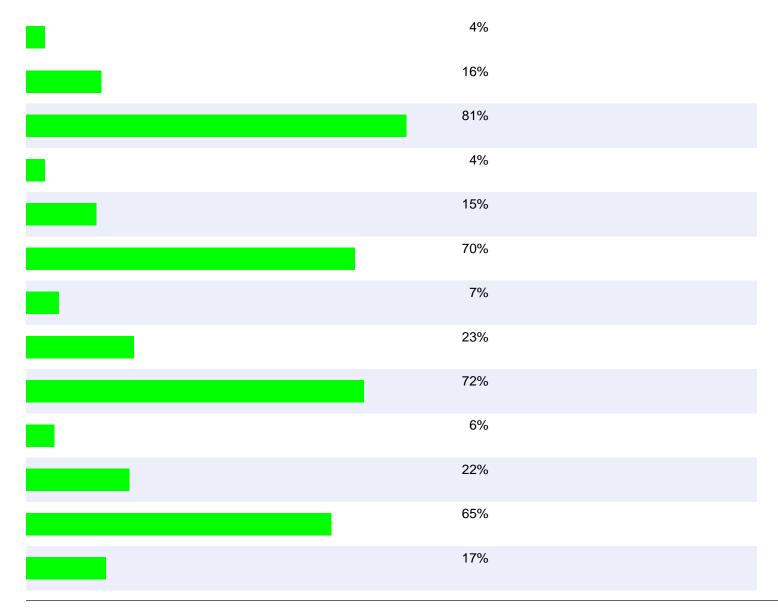
NH	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
NH	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
NH	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
NH	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
NH	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
NH	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
NH	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
NH	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
NH	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
NH	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
NH	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
NH	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
NH	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P

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Staff "sometimes" or "never" explained

Nurses "sometimes" or "never" communicated well Nurses "usually" communicated well Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013

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NH	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
NH	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
NH	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
NH	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
NH	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
NH	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
NH	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
NH	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
NH	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
NH	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
NH	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
NH	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
NJ	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P

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Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

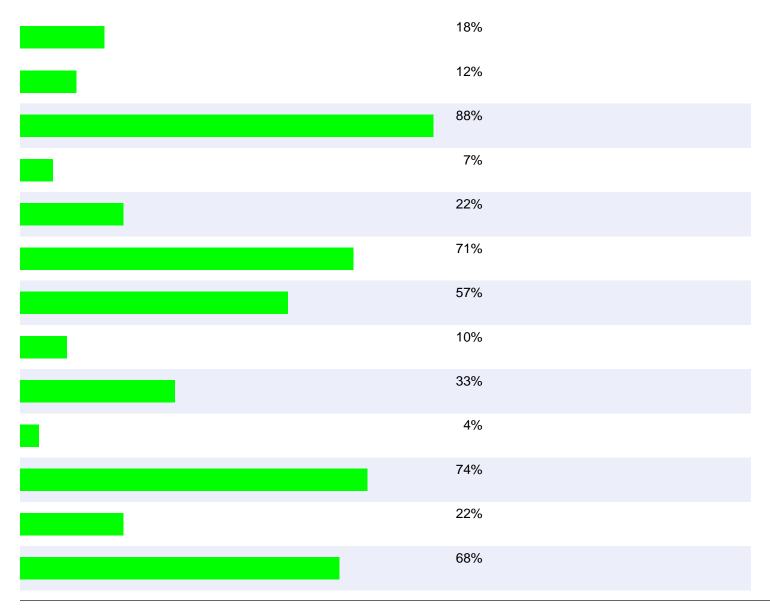
"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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NJ	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
NJ	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
NJ	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
NJ	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
NJ	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
NJ	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
NJ	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
NJ	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
NJ	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
NJ	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
NJ	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
NJ	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
NJ	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P

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Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

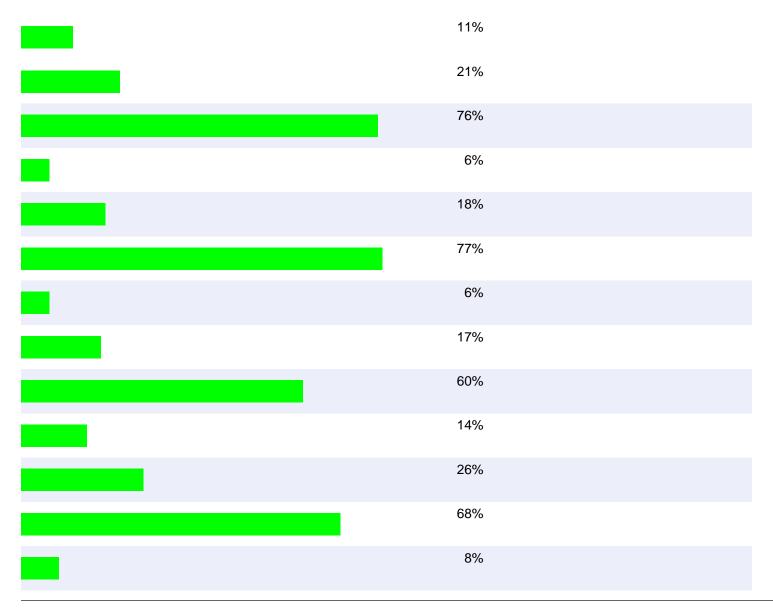
Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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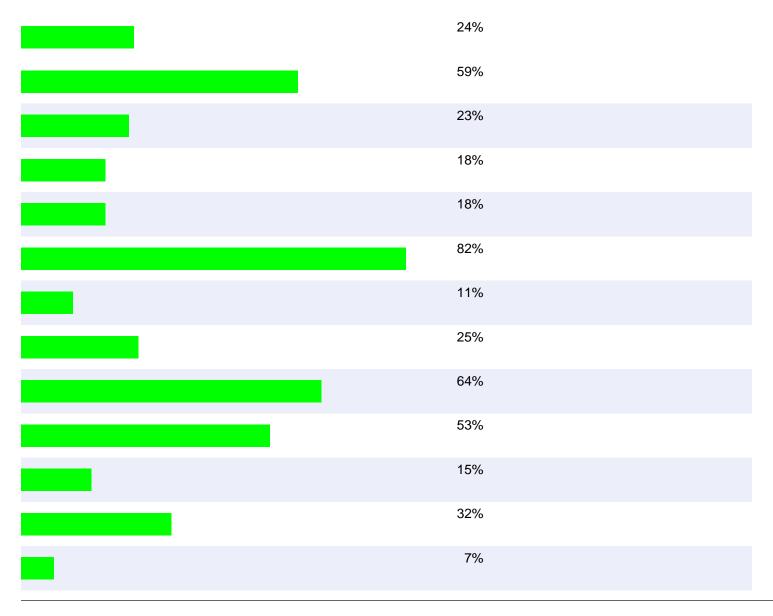
NJ	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
NJ	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
NJ	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
NJ	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
NJ	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
NJ	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
NJ	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
NJ	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
NJ	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
NJ	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
NJ	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
NJ	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
NJ	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN

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not or definitely would not recommend it)

Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained No, staff "did not" give patients this information Yes, staff "did" give patients this information Patients who gave a rating of "6" or lower (low) Patients who gave a rating of "7" or "8" (medium) Patients who gave a rating of "9" or "10" (high) "Always" quiet at night "Sometimes" or "never" quiet at night "Usually" quiet at night "NO", patients would not recommend the hospital (they probably would

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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NJ	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
NJ	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
NM	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
NM	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
NM	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
NM	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
NM	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
NM	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
NM	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
NM	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
NM	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
NM	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
NM	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P

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"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

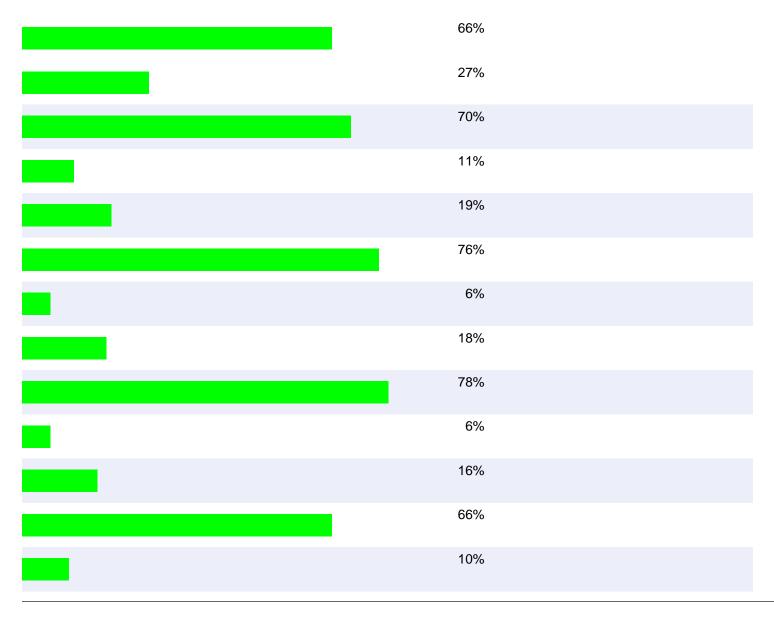
Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

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10/01/2012	09/30/2013
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10/01/2012	09/30/2013

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NM	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
NM	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
NM	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
NM	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
NM	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
NM	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
NM	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
NM	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
NM	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
NM	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
NM	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
NM	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
NM	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P

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Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

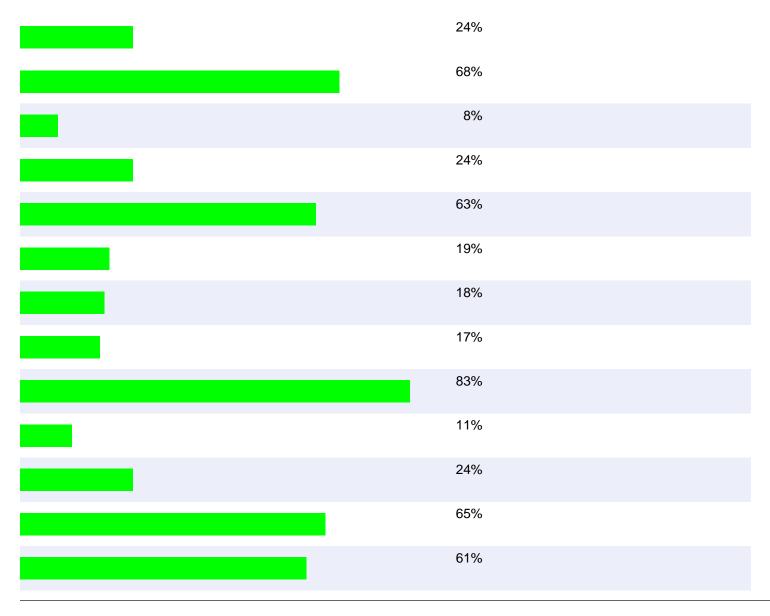
Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

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10/01/2012	09/30/2013
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NM	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
NM	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
NM	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
NM	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
NM	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
NV	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
NV	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
NV	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
NV	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
NV	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
NV	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
NV	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
NV	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P

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"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

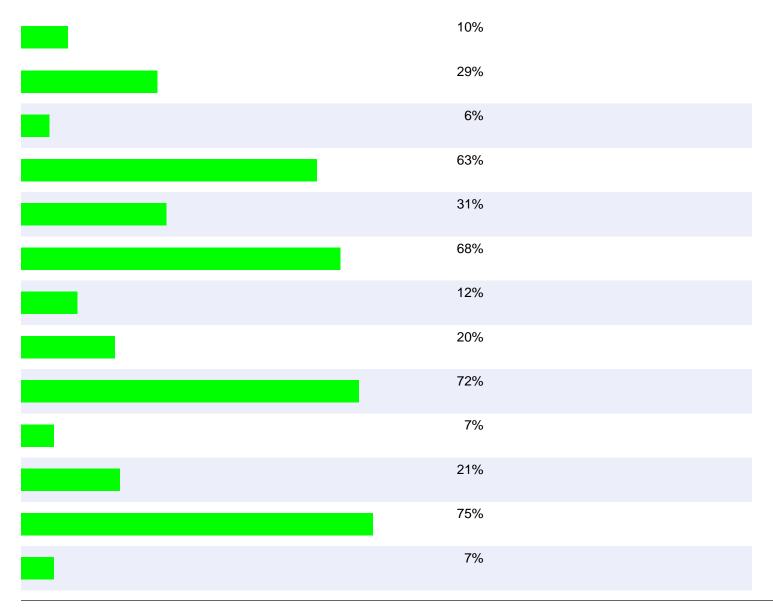
Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

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NV	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
NV	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
NV	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
NV	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
NV	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
NV	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
NV	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
NV	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
NV	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
NV	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
NV	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
NV	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
NV	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6

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Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

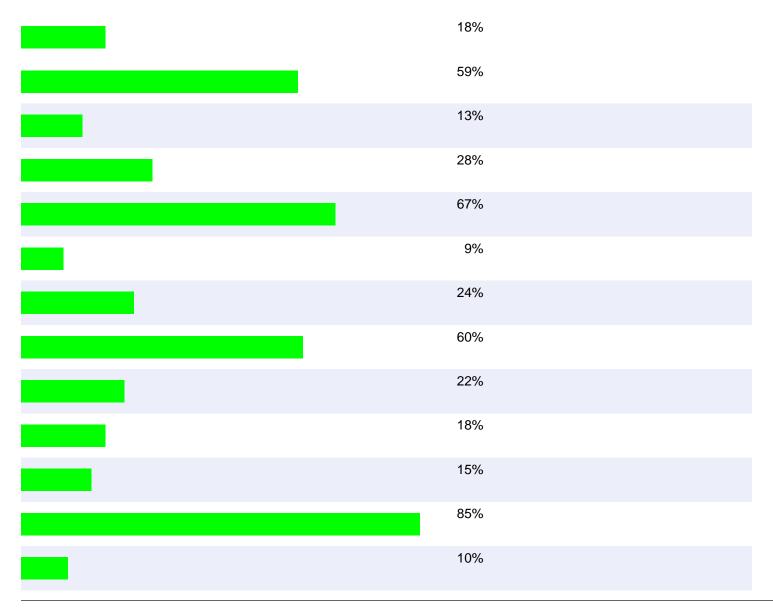
Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

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10/01/2012	09/30/2013
10/01/2012	09/30/2013

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NV	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
NV	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
NV	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
NV	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
NV	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
NV	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
NV	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
NV	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
NY	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
NY	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
NY	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
NY	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
NY	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P

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Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

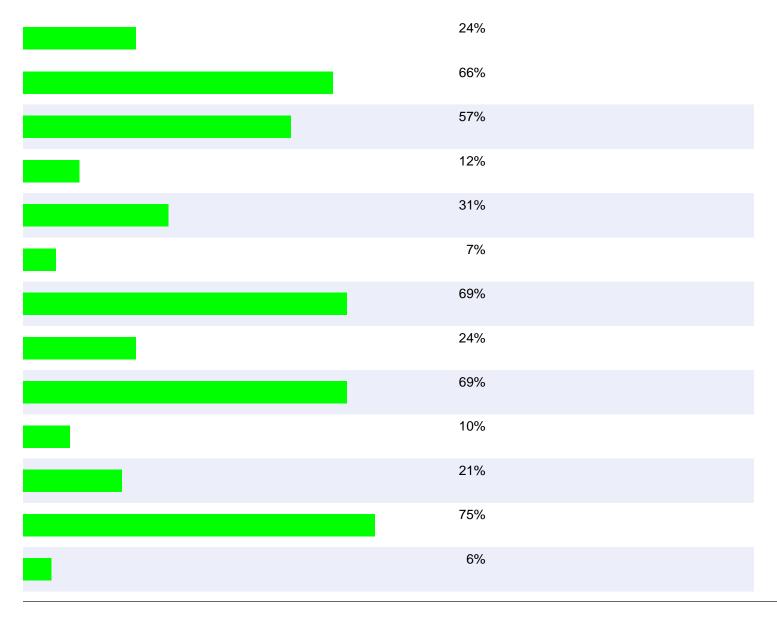
Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

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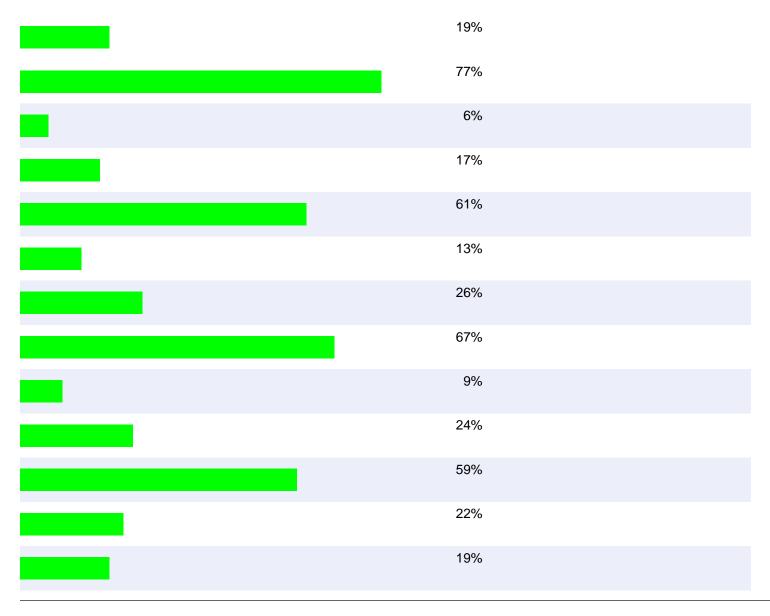
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NY	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
NY	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
NY	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
NY	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
NY	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
NY	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
NY	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
NY	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
NY	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
NY	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
NY	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
NY	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
NY	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P

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Nurses "usually" communicated well Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained

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10/01/2012	09/30/2013
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NY	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
NY	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
NY	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
NY	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
NY	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
NY	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
NY	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
NY	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
NY	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
NY	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
NY	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
ОН	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
ОН	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P

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No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

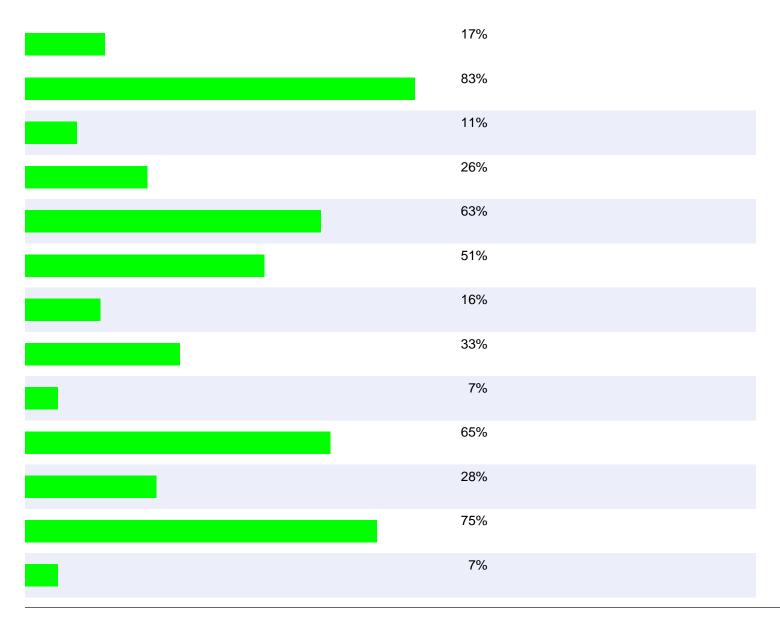
"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

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10/01/2012	09/30/2013
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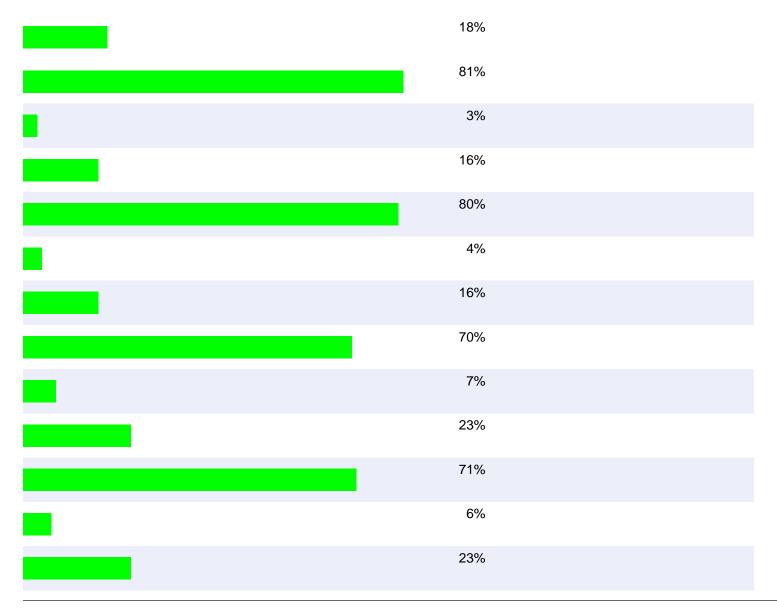
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ОН	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
ОН	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
ОН	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
ОН	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
ОН	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
ОН	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
ОН	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
ОН	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
ОН	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
ОН	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
ОН	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
ОН	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
ОН	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P

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Room was "usually" clean Nurses "always" communicated well Nurses "sometimes" or "never" communicated well Nurses "usually" communicated well Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled

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ОН	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
ОН	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
ОН	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
ОН	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
ОН	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
ОН	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
ОН	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
ОН	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
ОН	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
ОН	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
ОН	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
ОН	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
ОН	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY

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Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

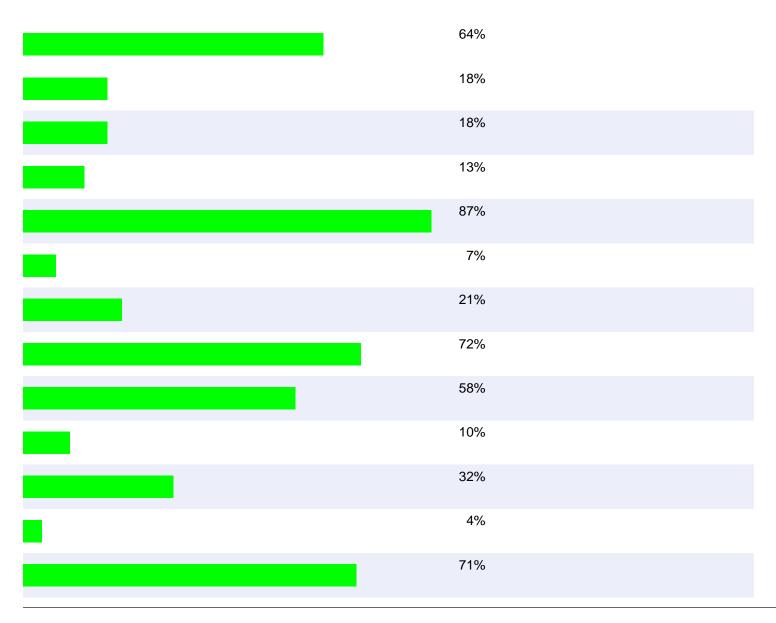
"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

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ОН	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
OK	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
OK	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
OK	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
OK	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
OK	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
OK	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
OK	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
OK	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
OK	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
OK	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
ОК	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
ОК	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P

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"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

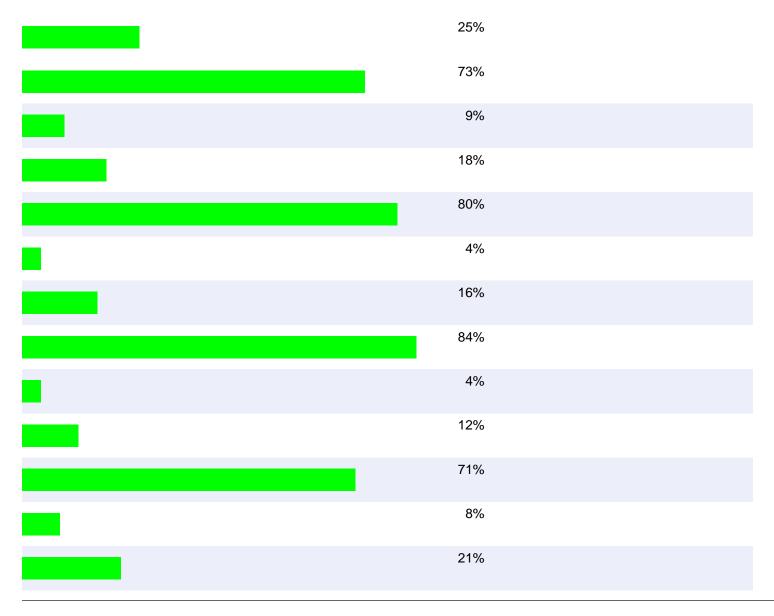
Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

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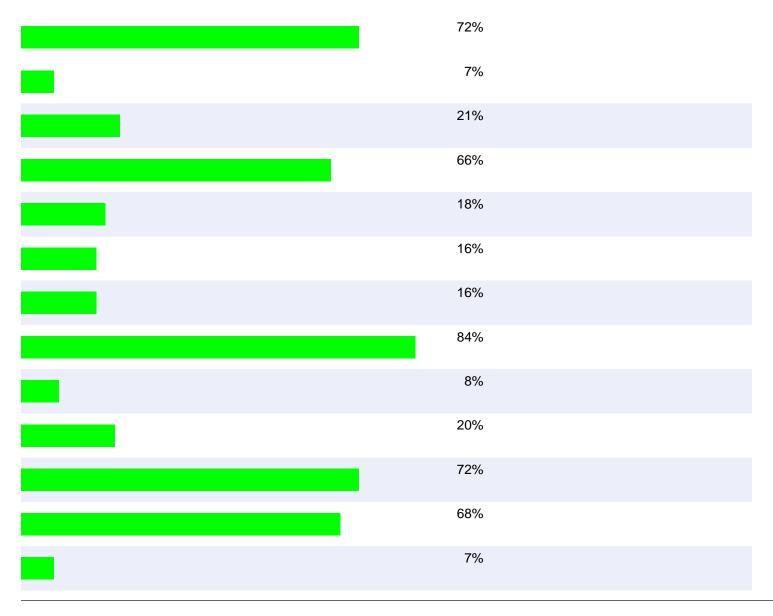
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OK	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
OK	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
OK	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
OK	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
OK	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
OK	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
OK	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
OK	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
OK	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
OK	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
OK	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
OK	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
ОК	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P

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Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained No, staff "did not" give patients this information Yes, staff "did" give patients this information Patients who gave a rating of "6" or lower (low) Patients who gave a rating of "7" or "8" (medium) Patients who gave a rating of "9" or "10" (high) "Always" quiet at night "Sometimes" or "never" quiet at night

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OK	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
OK	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
OK	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
OK	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
OR	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
OR	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
OR	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
OR	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
OR	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
OR	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
OR	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
OR	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
OR	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P

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"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

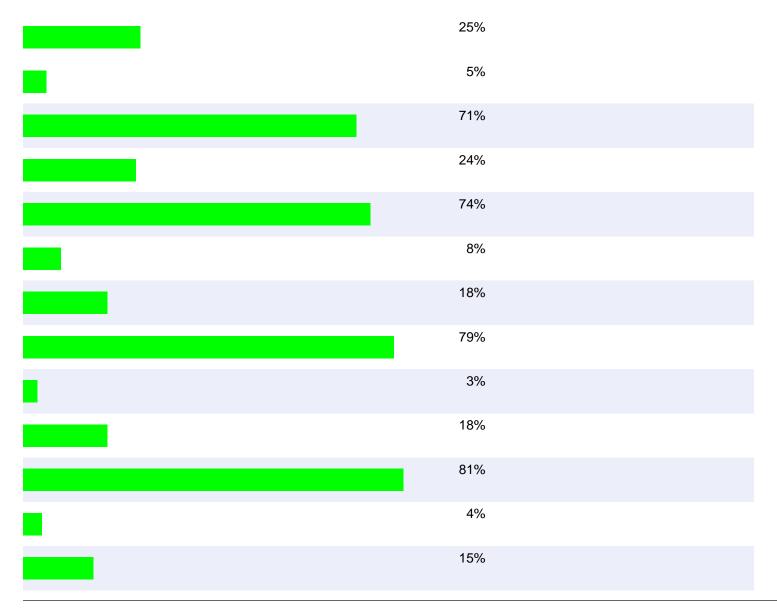
Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
Patients who reported that their pain was "Sometimes" or 'Never" well controlled	H_COMP_4_SN_P
Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
Patients who reported that NO, they were not given nformation about what to do during their recovery at home	H_COMP_6_N_P
Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8

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Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

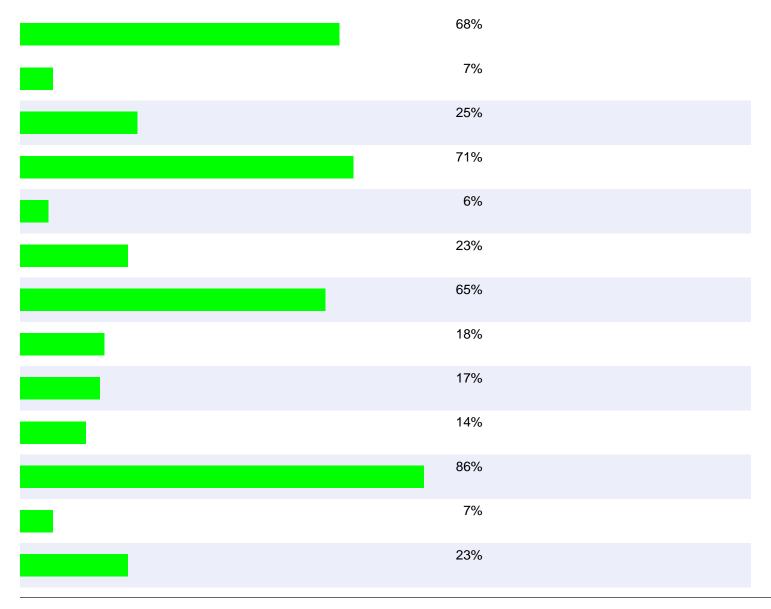
No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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OR	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
OR	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
OR	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
OR	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
OR	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
OR	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
OR	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
PA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
PA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
PA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
PA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
PA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
PA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P

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Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

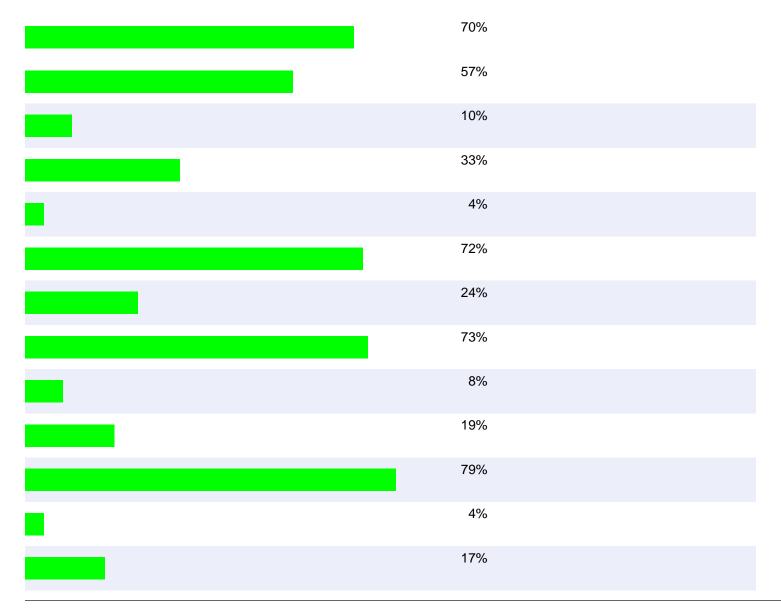
Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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PA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
PA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
PA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
PA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
PA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
PA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
PA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
PA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
PA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
PA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
PA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
PA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
PA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P

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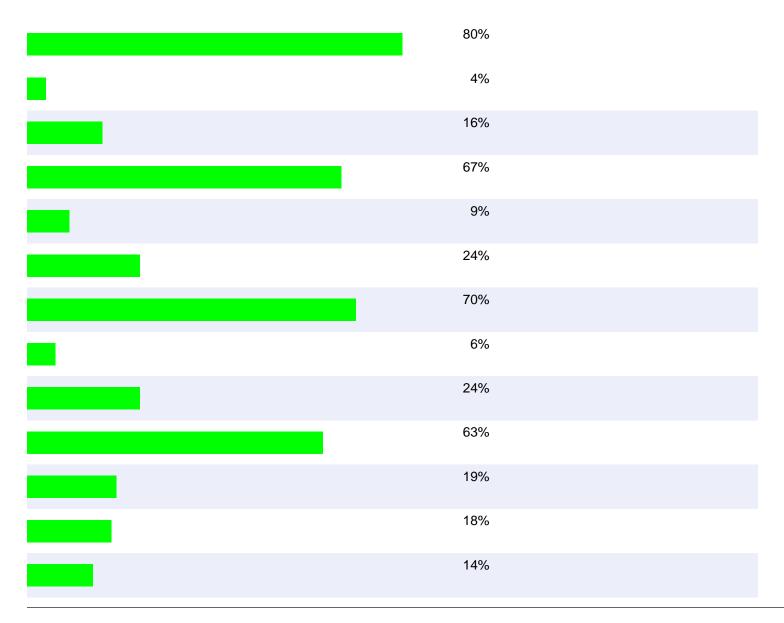
Staff "sometimes" or "never" explained

No, staff "did not" give patients this information

Staff "usually" explained

Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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PA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
PA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
PA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
PA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
PA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
PA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
PA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
PA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
PA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
PA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
PR	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
PR	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
PR	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P

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Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

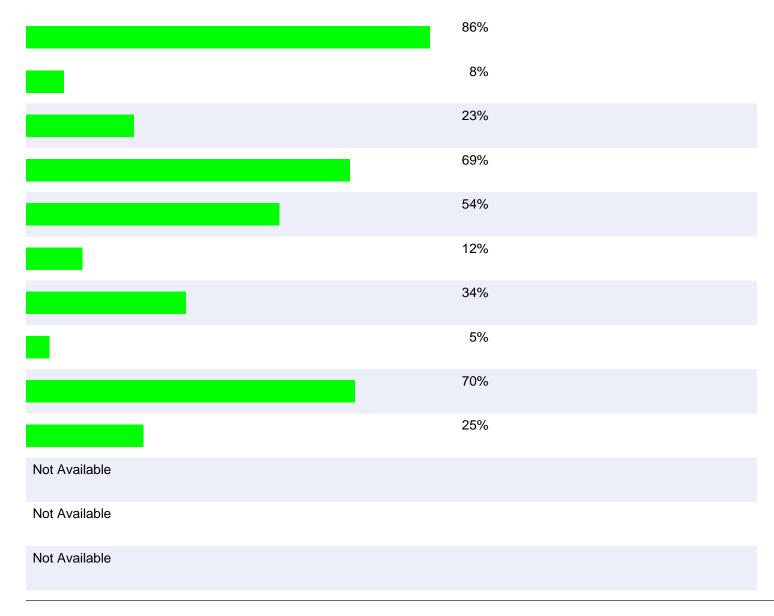
"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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PR	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
PR	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
PR	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
PR	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
PR	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
PR	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
PR	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
PR	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
PR	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
PR	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
PR	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
PR	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
PR	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P

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Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

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Not Available		
Not Available		

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PR	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
PR	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
PR	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
PR	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
PR	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
PR	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
PR	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
PR	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
PR	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
PR	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
PR	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
PR	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
PR	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY

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Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

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Not Available	
Not Available	

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09/30/2013
09/30/2013
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RI	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
RI	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
RI	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
RI	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
RI	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
RI	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
RI	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
RI	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
RI	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
RI	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
RI	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
RI	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
RI	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P

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Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

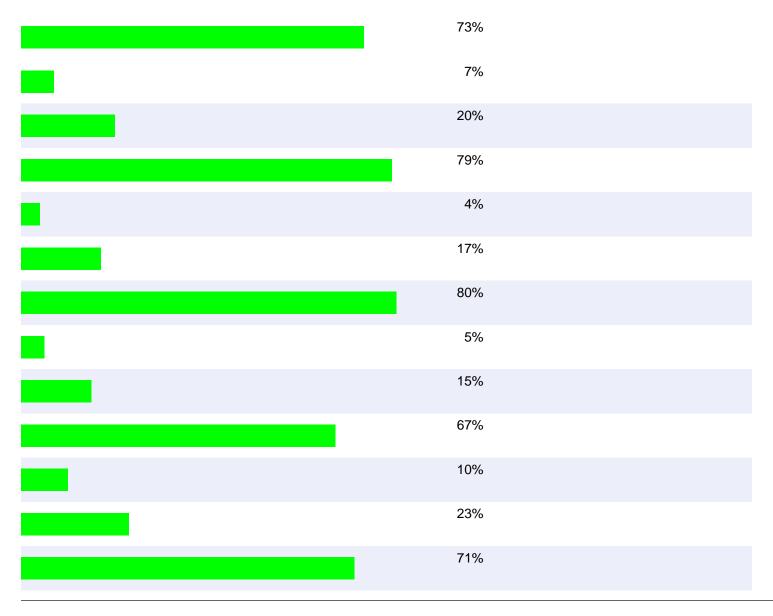
Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

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09/30/2013
09/30/2013
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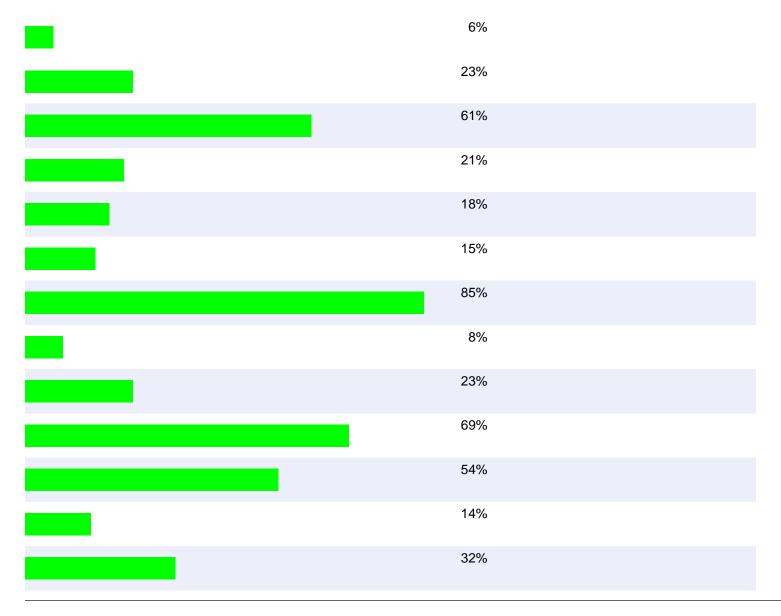
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RI	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
RI	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
RI	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
RI	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
RI	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
RI	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
RI	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
RI	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
RI	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
RI	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
RI	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
RI	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
RI	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P

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Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained No, staff "did not" give patients this information Yes, staff "did" give patients this information Patients who gave a rating of "6" or lower (low) Patients who gave a rating of "7" or "8" (medium) Patients who gave a rating of "9" or "10" (high) "Always" quiet at night "Sometimes" or "never" quiet at night "Usually" quiet at night

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09/30/2013
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RI Patients who reported YES, they would definitely recommend the hospital RI Patients who reported YES, they would probably H_RECMND_PY recommend the hospital SC Patients who reported that their room and bathroom were "Always" clean SC Patients who reported that their room and bathroom were "Sometimes" or "Never" clean SC Patients who reported that their room and bathroom were "Sometimes" or "Never" clean SC Patients who reported that their room and bathroom were "LCLEAN_HSP_SN_P" "Sometimes" or "Never" clean SC Patients who reported that their nurses "Always" H_COMP_1_A_P communicated well SC Patients who reported that their nurses "Sometimes" or "Never" communicated well SC Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well SC Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well SC Patients who reported that their doctors "Sometimes" or "Never" communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_SN_P "Never" communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well SC Patients who reported that their doctors "Usually" H_COMP_3_A_P	RI	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
recommend the hospital SC Patients who reported that their room and bathroom were "Always" clean SC Patients who reported that their room and bathroom were "Sometimes" or "Never" clean SC Patients who reported that their room and bathroom were "Usually" clean SC Patients who reported that their nurses "Always" H_COMP_1_A_P communicated well SC Patients who reported that their nurses "Sometimes" or "Never" communicated well SC Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well SC Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well SC Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well SC Patients who reported that their doctors "Sometimes" or "Never" communicated well SC Patients who reported that their doctors "Sometimes" or "LCOMP_2_SN_P" "Never" communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well	RI		H_RECMND_DY
"Always" clean SC Patients who reported that their room and bathroom were "Sometimes" or "Never" clean SC Patients who reported that their room and bathroom were "Usually" clean SC Patients who reported that their nurses "Always" H_COMP_1_A_P communicated well SC Patients who reported that their nurses "Sometimes" or "Never" communicated well SC Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well SC Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well SC Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well SC Patients who reported that their doctors "Sometimes" or "Never" communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_SN_P "Never" communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well SC Patients who reported that they "Always" received help as H_COMP_3_A_P	RI		H_RECMND_PY
"Sometimes" or "Never" clean SC Patients who reported that their room and bathroom were "L_CLEAN_HSP_U_P" "Usually" clean SC Patients who reported that their nurses "Always" H_COMP_1_A_P communicated well SC Patients who reported that their nurses "Sometimes" or "H_COMP_1_SN_P" "Never" communicated well SC Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well SC Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well SC Patients who reported that their doctors "Sometimes" or "H_COMP_2_SN_P" "Never" communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well SC Patients who reported that they "Always" received help as H_COMP_3_A_P	SC	·	H_CLEAN_HSP_A_P
"Usually" clean SC Patients who reported that their nurses "Always" H_COMP_1_A_P communicated well SC Patients who reported that their nurses "Sometimes" or "Never" communicated well SC Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well SC Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well SC Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P "Never" communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well SC Patients who reported that their doctors "Usually" H_COMP_3_A_P	SC	·	H_CLEAN_HSP_SN_P
communicated well SC Patients who reported that their nurses "Sometimes" or "Never" communicated well SC Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well SC Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well SC Patients who reported that their doctors "Sometimes" or "Never" communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_SN_P SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well SC Patients who reported that they "Always" received help as H_COMP_3_A_P	SC	•	H_CLEAN_HSP_U_P
"Never" communicated well SC Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well SC Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well SC Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P "Never" communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well SC Patients who reported that they "Always" received help as H_COMP_3_A_P	SC		H_COMP_1_A_P
communicated well SC Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well SC Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P "Never" communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well SC Patients who reported that they "Always" received help as H_COMP_3_A_P	SC	-	H_COMP_1_SN_P
communicated well SC Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P "Never" communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well SC Patients who reported that they "Always" received help as H_COMP_3_A_P	SC	· · · · · · · · · · · · · · · · · · ·	H_COMP_1_U_P
"Never" communicated well SC Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well SC Patients who reported that they "Always" received help as H_COMP_3_A_P	SC	·	H_COMP_2_A_P
communicated well SC Patients who reported that they "Always" received help as H_COMP_3_A_P	SC	·	H_COMP_2_SN_P
, , , , , , , , , , , , , , , , , , , ,	SC	•	H_COMP_2_U_P
·	SC	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P

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"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

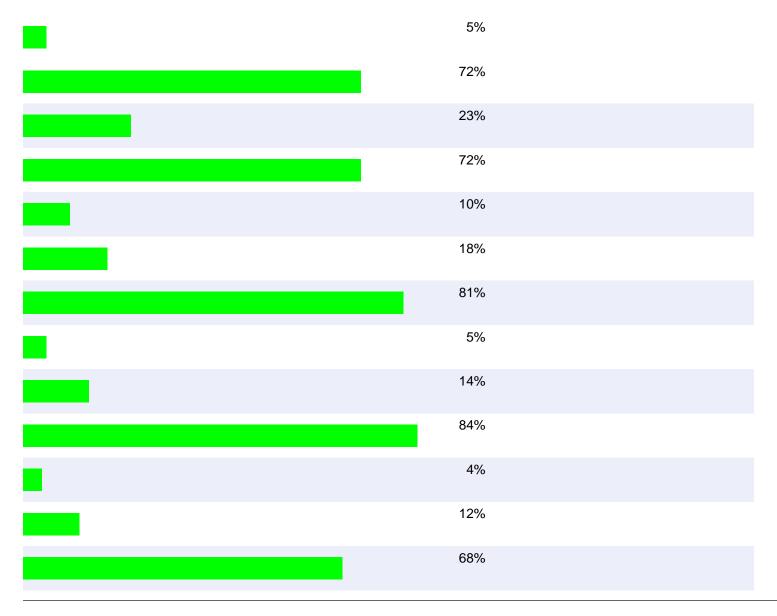
Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

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09/30/2013
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SC	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
SC	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
SC	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
SC	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
SC	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
SC	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
SC	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
SC	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
SC	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
SC	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
SC	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
SC	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
SC	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10

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Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

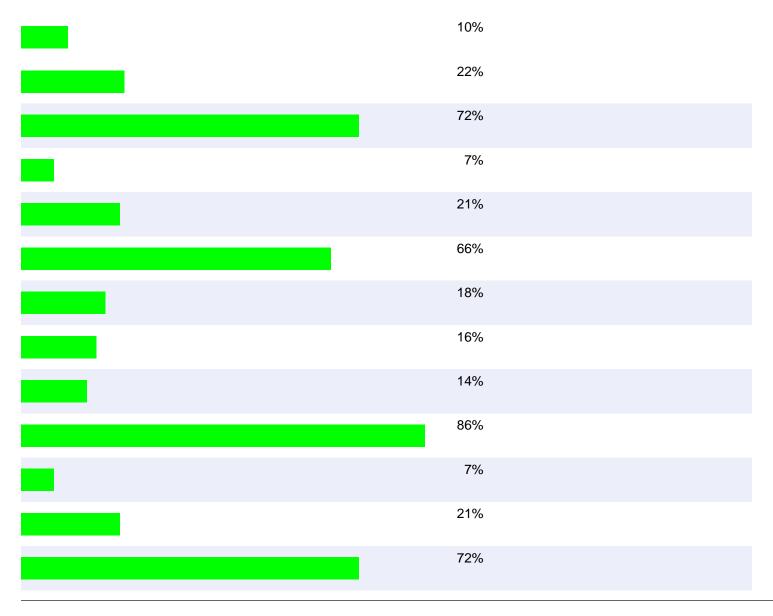
Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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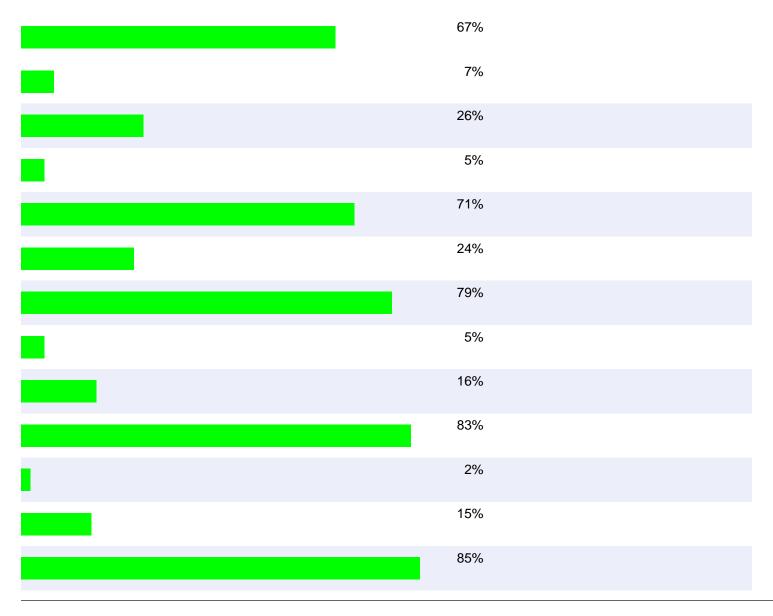
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SC Patients who reported that the area around their room was H_QUIET_HSP_SN_P	
"Sometimes" or "Never" quiet at night	
SC Patients who reported that the area around their room was H_QUIET_HSP_U_P "Usually" quiet at night	
SC Patients who reported NO, they would probably not or H_RECMND_DN definitely not recommend the hospital	
SC Patients who reported YES, they would definitely H_RECMND_DY recommend the hospital	
SC Patients who reported YES, they would probably H_RECMND_PY recommend the hospital	
SD Patients who reported that their room and bathroom were H_CLEAN_HSP_A_P "Always" clean	
SD Patients who reported that their room and bathroom were H_CLEAN_HSP_SN_P "Sometimes" or "Never" clean	
SD Patients who reported that their room and bathroom were H_CLEAN_HSP_U_P "Usually" clean	
SD Patients who reported that their nurses "Always" H_COMP_1_A_P communicated well	
SD Patients who reported that their nurses "Sometimes" or H_COMP_1_SN_P "Never" communicated well	
SD Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well	
SD Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well	

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"Always" quiet at night "Sometimes" or "never" quiet at night "Usually" quiet at night "NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it) "YES", patients would definitely recommend the hospital "YES", patients would probably recommend the hospital Room was "always" clean Room was "sometimes" or "never" clean Room was "usually" clean Nurses "always" communicated well Nurses "sometimes" or "never" communicated well Nurses "usually" communicated well Doctors "always" communicated well

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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SD	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
SD	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
SD	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
SD	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
SD	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
SD	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
SD	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
SD	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
SD	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
SD	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
SD	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
SD	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
SD	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P

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Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

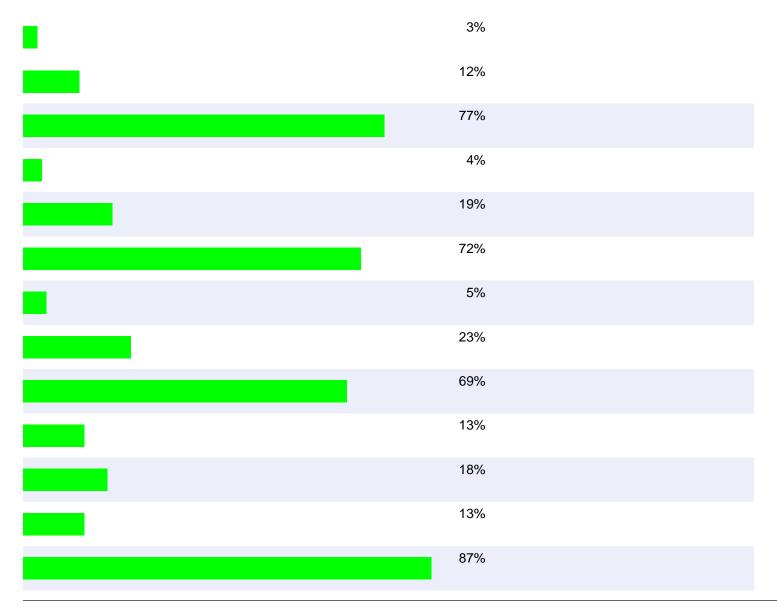
Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013

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SD	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
SD	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
SD	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
SD	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
SD	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
SD	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
SD	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
SD	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
SD	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
TN	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
TN	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
TN	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
TN	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P

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Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

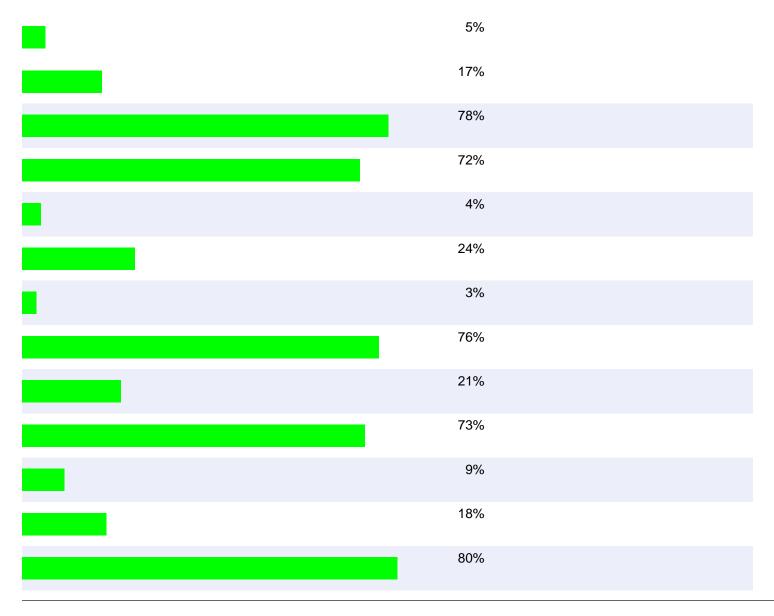
Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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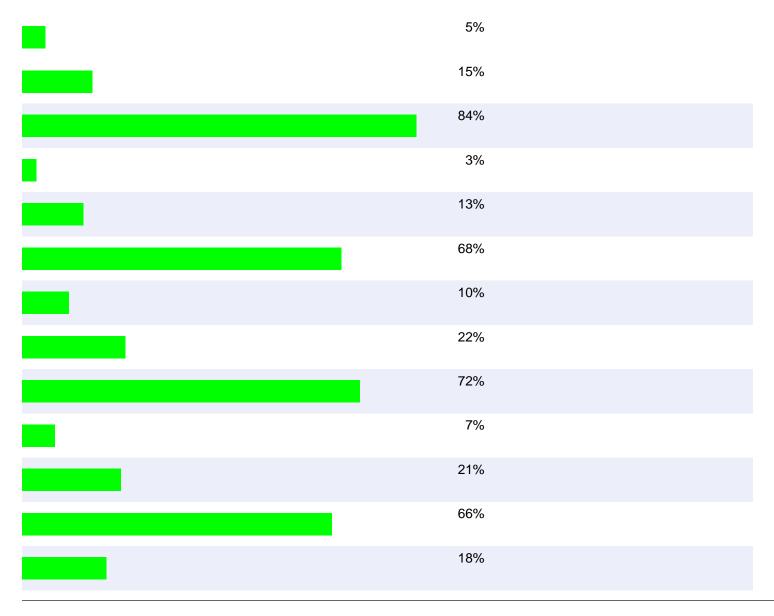
TN	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
TN	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
TN	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
TN	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
TN	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
TN	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
TN	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
TN	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
TN	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
TN	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
TN	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
TN	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
TN	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P

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Staff "sometimes" or "never" explained

Nurses "sometimes" or "never" communicated well Nurses "usually" communicated well Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013

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TN	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
TN	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
TN	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
TN	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
TN	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
TN	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
TN	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
TN	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
TN	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
TN	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
TN	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
TN	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
TX	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P

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Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

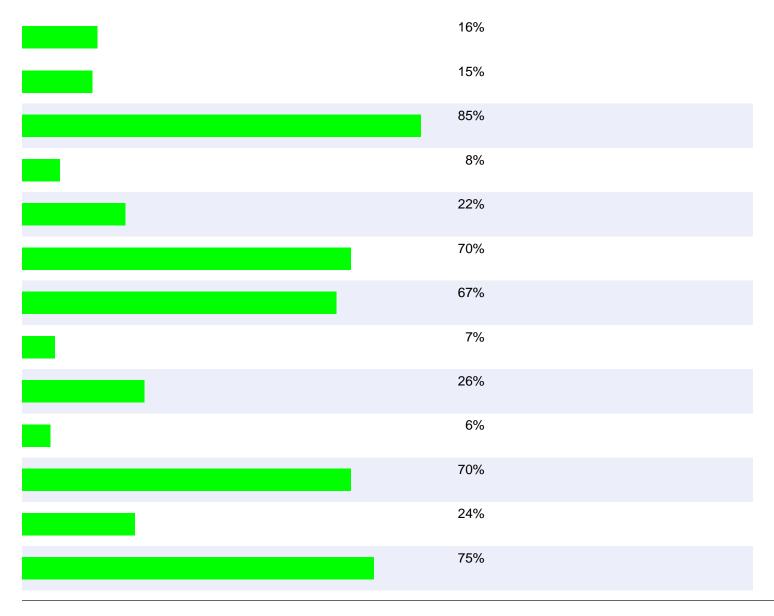
"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

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10/01/2012	09/30/2013
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TX Patients who reported that their room and bathroom were H_CLEAN_HSP_U_P "Usually" clean	
/	
TX Patients who reported that their nurses "Always" H_COMP_1_A_P communicated well	
TX Patients who reported that their nurses "Sometimes" or H_COMP_1_SN_P "Never" communicated well	
TX Patients who reported that their nurses "Usually" H_COMP_1_U_P communicated well	
TX Patients who reported that their doctors "Always" H_COMP_2_A_P communicated well	
TX Patients who reported that their doctors "Sometimes" or H_COMP_2_SN_P "Never" communicated well	
TX Patients who reported that their doctors "Usually" H_COMP_2_U_P communicated well	
TX Patients who reported that they "Always" received help as H_COMP_3_A_P soon as they wanted	
TX Patients who reported that they "Sometimes" or "Never" H_COMP_3_SN_P received help as soon as they wanted	
TX Patients who reported that they "Usually" received help as H_COMP_3_U_P soon as they wanted	
TX Patients who reported that their pain was "Always" well H_COMP_4_A_P controlled	
TX Patients who reported that their pain was "Sometimes" or H_COMP_4_SN_P "Never" well controlled	

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Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

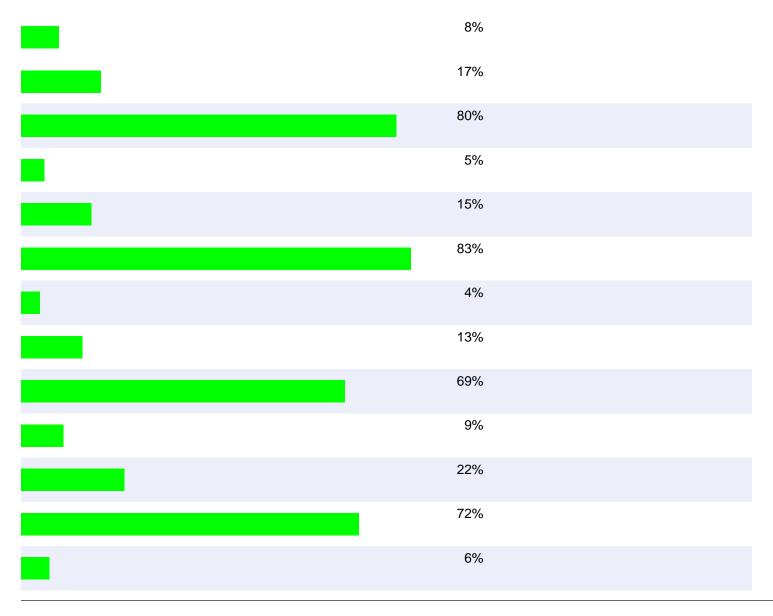
Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

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10/01/2012	09/30/2013
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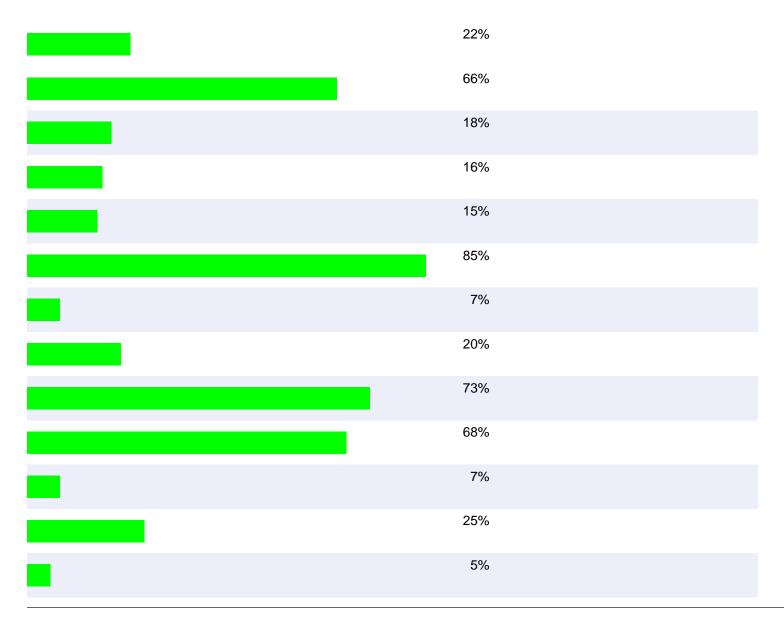
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TX	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
TX	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
TX	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
TX	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
TX	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
TX	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
TX	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
TX	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
TX	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
TX	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
TX	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
TX	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
TX	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN

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Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained No, staff "did not" give patients this information Yes, staff "did" give patients this information Patients who gave a rating of "6" or lower (low) Patients who gave a rating of "7" or "8" (medium) Patients who gave a rating of "9" or "10" (high) "Always" quiet at night "Sometimes" or "never" quiet at night "Usually" quiet at night "NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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TX	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
TX	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
UT	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
UT	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
UT	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
UT	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
UT	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
UT	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
UT	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
UT	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
UT	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
UT	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
UT	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P

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"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

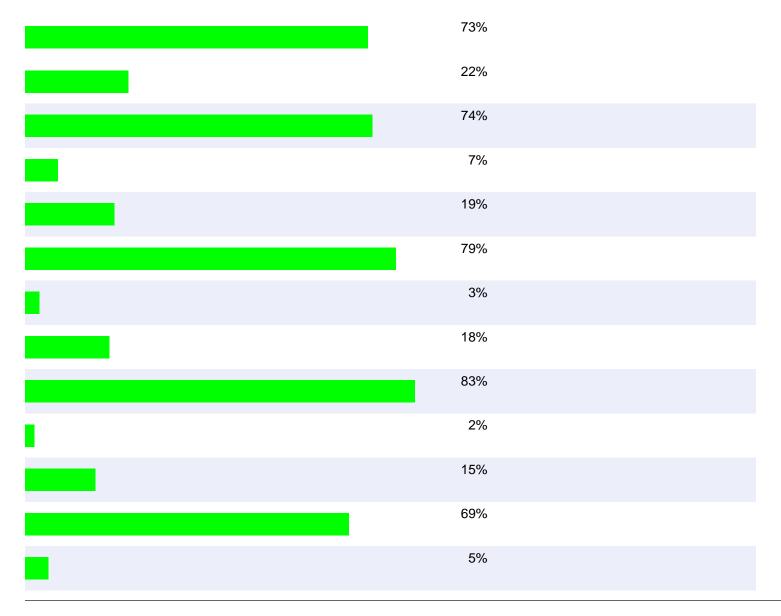
Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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UT	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
UT	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
UT	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
UT	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
UT	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
UT	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
UT	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
UT	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
UT	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
UT	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
UT	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
UT	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
UT	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P

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Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

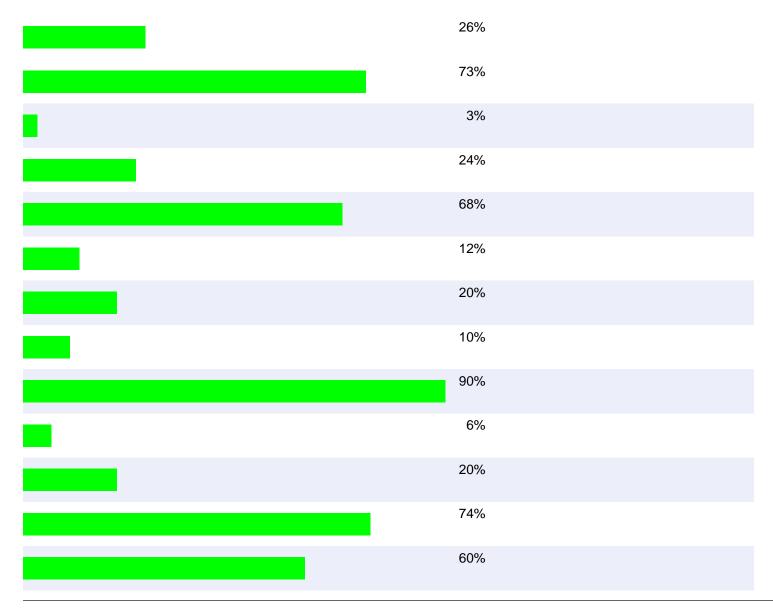
Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
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UT	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
UT	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
UT	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
UT	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
UT	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
VA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
VA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
VA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
VA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
VA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
VA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
VA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
VA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P

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"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

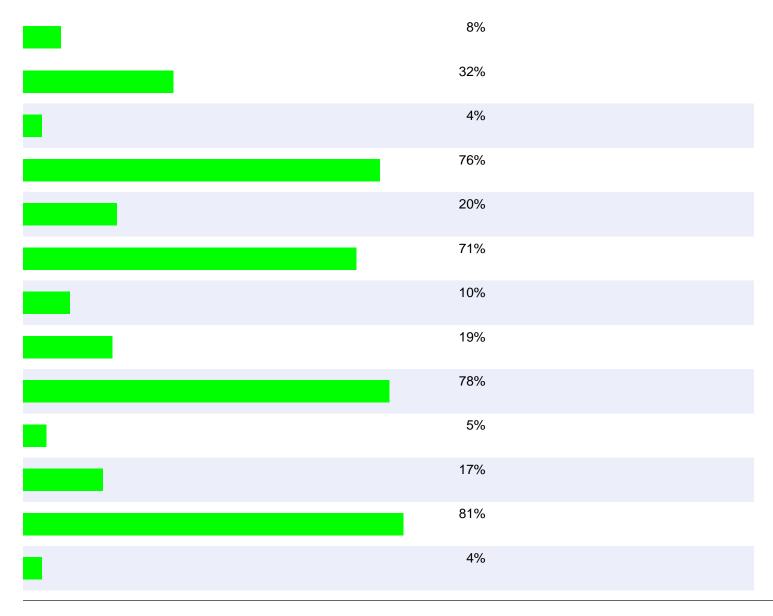
Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

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10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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VA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
VA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
VA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
VA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
VA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
VA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
VA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
VA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
VA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
VA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
VA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
VA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
VA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6

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Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

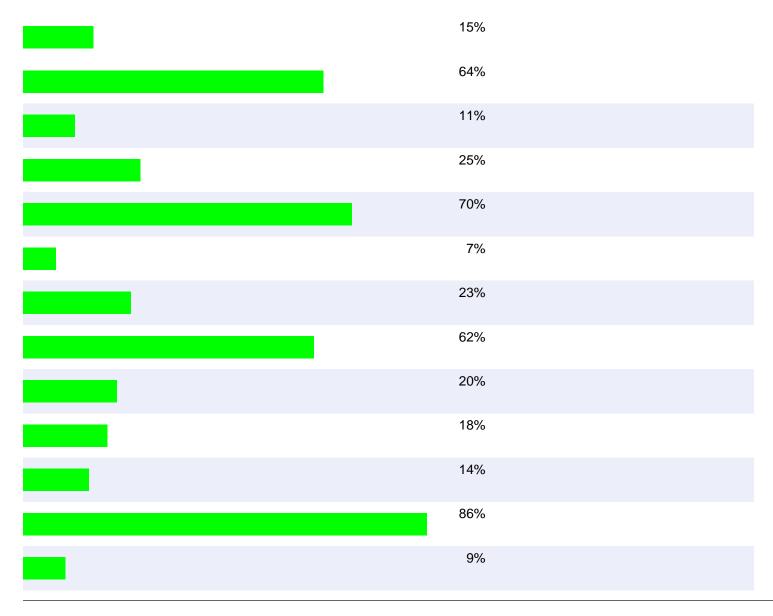
Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

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10/01/2012	09/30/2013
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10/01/2012	09/30/2013

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VA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
VA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
VA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
VA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
VA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
VA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
VA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
VA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
VI	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
VI	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
VI	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
VI	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
VI	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P

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Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

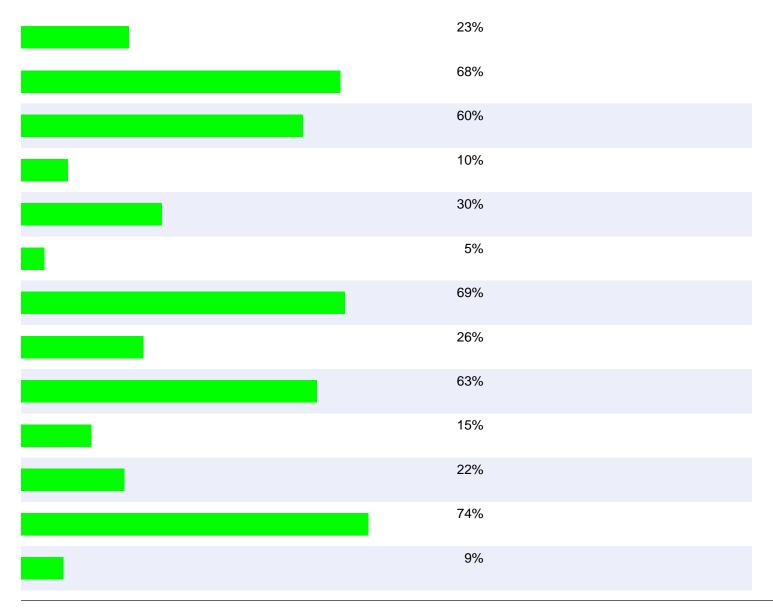
Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

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10/01/2012	09/30/2013
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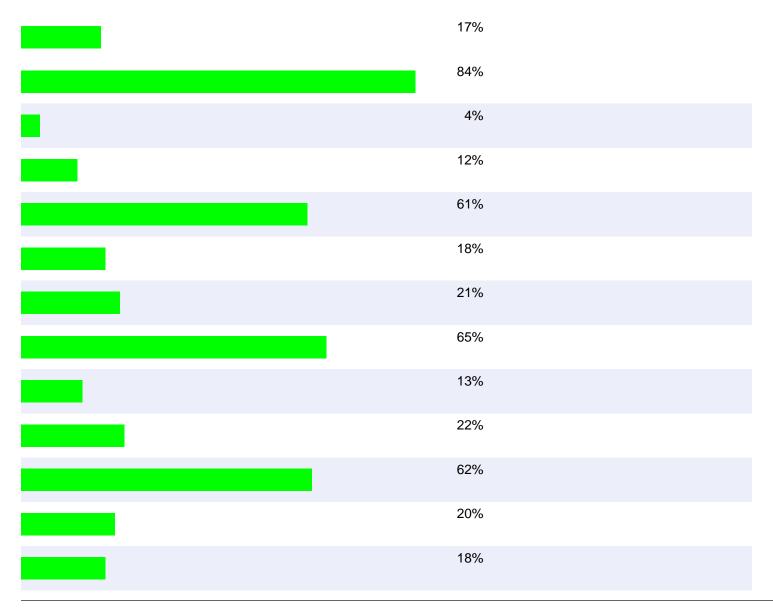
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VI	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
VI	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
VI	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
VI	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
VI	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
VI	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
VI	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
VI	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
VI	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
VI	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
VI	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
VI	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
VI	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P

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Nurses "usually" communicated well Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained

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10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013

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VI	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
VI	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
VI	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
VI	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
VI	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
VI	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
VI	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
VI	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
VI	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
VI	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
VI	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
VT	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
VT	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P

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No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

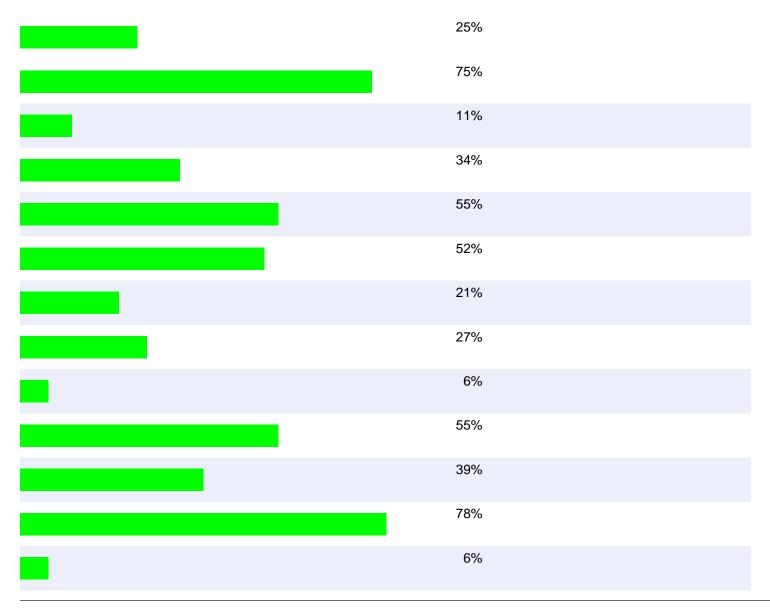
"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

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10/01/2012	09/30/2013
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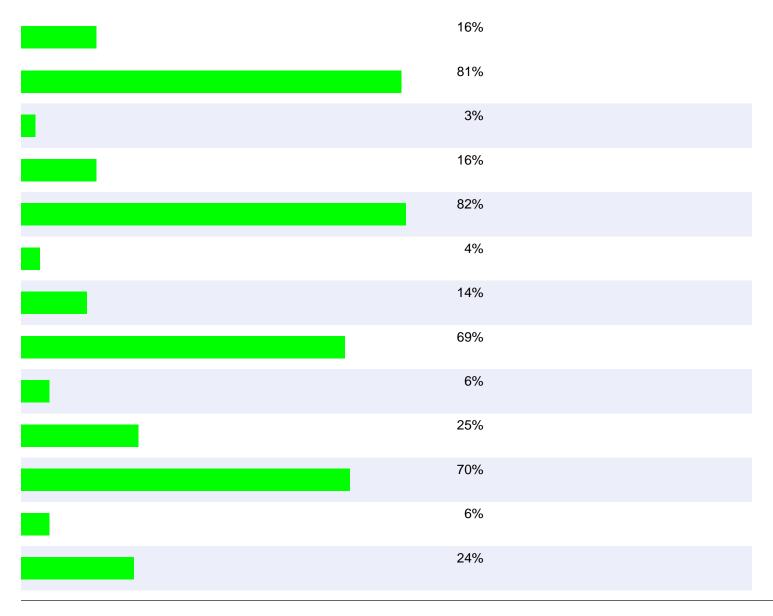
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VT	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
VT	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
VT	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
VT	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
VT	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
VT	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
VT	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
VT	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
VT	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
VT	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
VT	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
VT	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
VT	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P

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Room was "usually" clean Nurses "always" communicated well Nurses "sometimes" or "never" communicated well Nurses "usually" communicated well Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013

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VT	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
VT	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
VT	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
VT	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
VT	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
VT	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
VT	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
VT	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
VT	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
VT	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
VT	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
VT	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
VT	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY

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Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

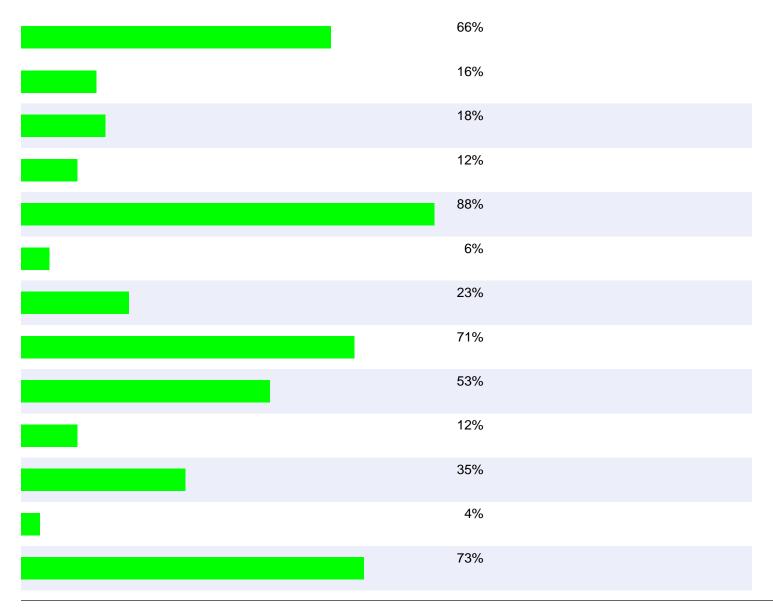
"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

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10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013	10/01/2012	09/30/2013
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40/04/0040	10/01/2012	09/30/2013
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VT	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
WA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
WA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
WA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
WA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
WA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
WA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
WA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
WA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
WA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
WA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
WA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
WA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P

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"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

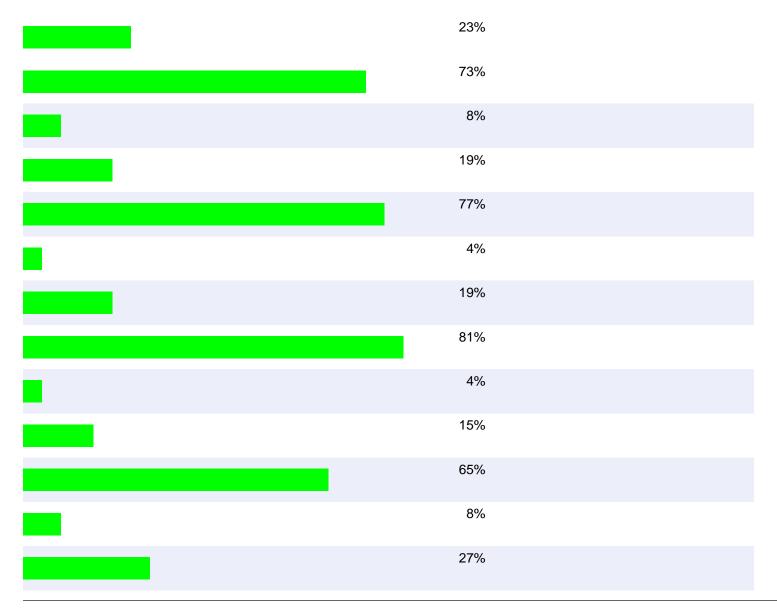
Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

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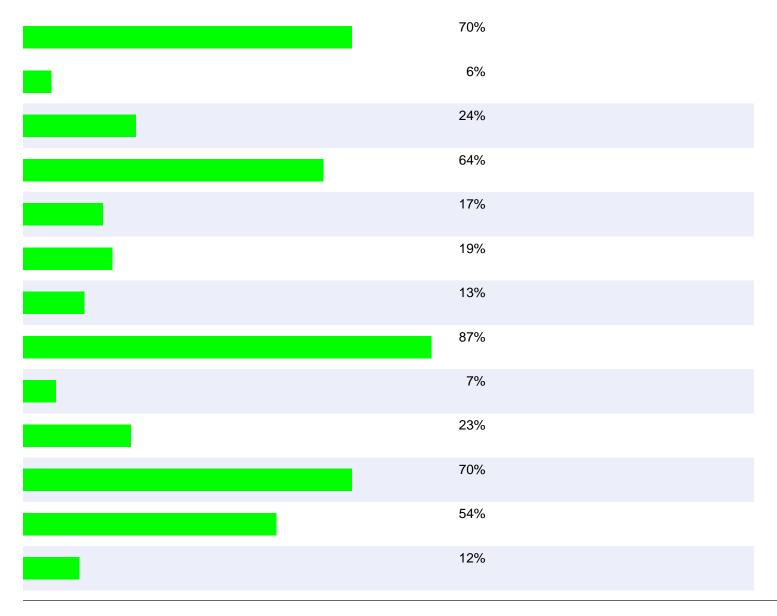
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WA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
WA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
WA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
WA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
WA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
WA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
WA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
WA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
WA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
WA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
WA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
WA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
WA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P

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Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained Staff "usually" explained No, staff "did not" give patients this information Yes, staff "did" give patients this information Patients who gave a rating of "6" or lower (low) Patients who gave a rating of "7" or "8" (medium) Patients who gave a rating of "9" or "10" (high) "Always" quiet at night "Sometimes" or "never" quiet at night

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10/01/2012	09/30/2013

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WA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
WA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
WA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
WA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
WI	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
WI	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
WI	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
WI	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
WI	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
WI	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
WI	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
WI	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
WI	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P

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"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

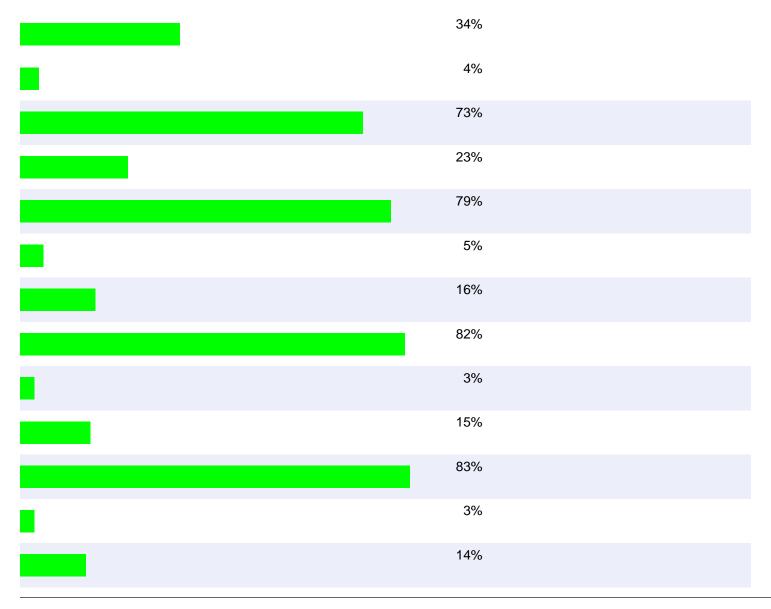
Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

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WI	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
WI	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
WI	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
WI	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
WI	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
WI	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
WI	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
WI	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
WI	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
WI	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
WI	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
WI	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
WI	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8

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Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

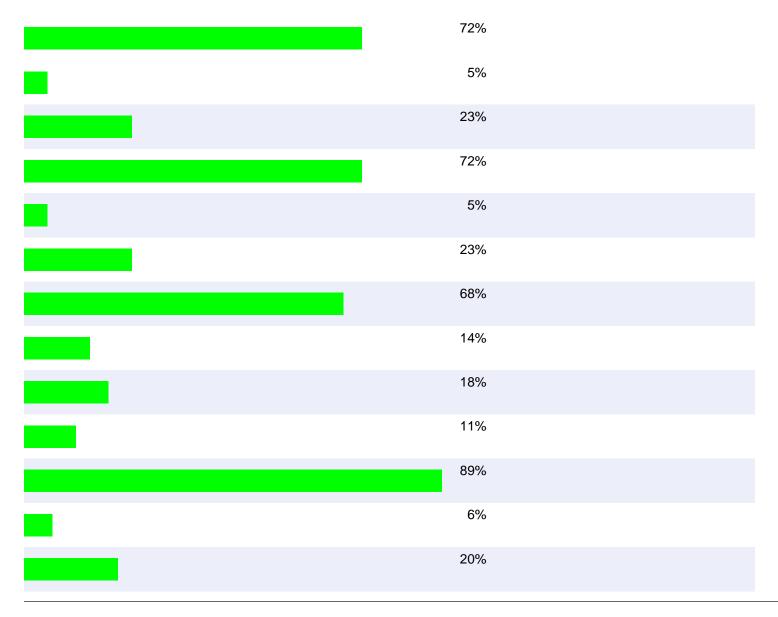
No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

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10/01/2012	09/30/2013
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10/01/2012	09/30/2013
10/01/2012	09/30/2013

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WI	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
WI	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
WI	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
WI	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
WI	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
WI	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
WI	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
WV	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
WV	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
WV	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
WV	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
WV	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
WV	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P

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Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

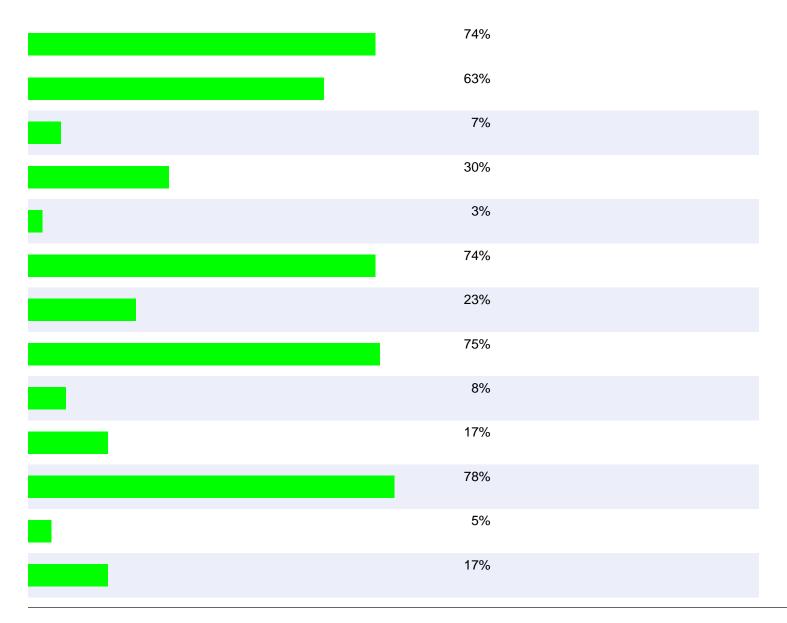
Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

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10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013 10/01/2012 09/30/2013	10/01/2012	09/30/2013
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WV	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
WV	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
WV	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
WV	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
WV	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
WV	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
WV	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
WV	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
WV	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
WV	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
WV	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
WV	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
WV	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P

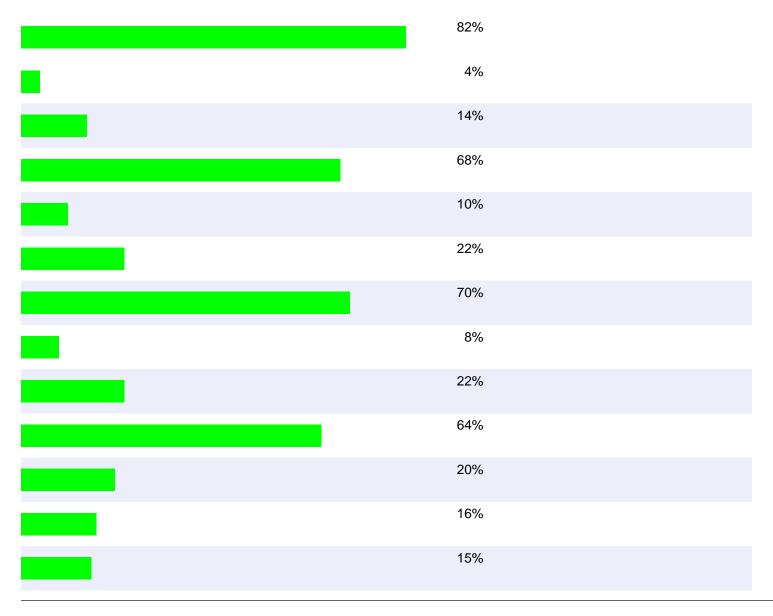
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Doctors "always" communicated well Doctors "sometimes" or "never" communicated well Doctors "usually" communicated well Patients "always" received help as soon as they wanted Patients "sometimes" or "never" received help as soon as they wanted Patients "usually" received help as soon as they wanted Pain was "always" well controlled Pain was "sometimes" or "never" well controlled Pain was "usually" well controlled Staff "always" explained Staff "sometimes" or "never" explained

No, staff "did not" give patients this information

Staff "usually" explained

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10/01/2012	09/30/2013
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WV	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
WV	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
WV	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
WV	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
WV	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
WV	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
WV	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
WV	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
WV	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
WV	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
WY	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
WY	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
WY	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P

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Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

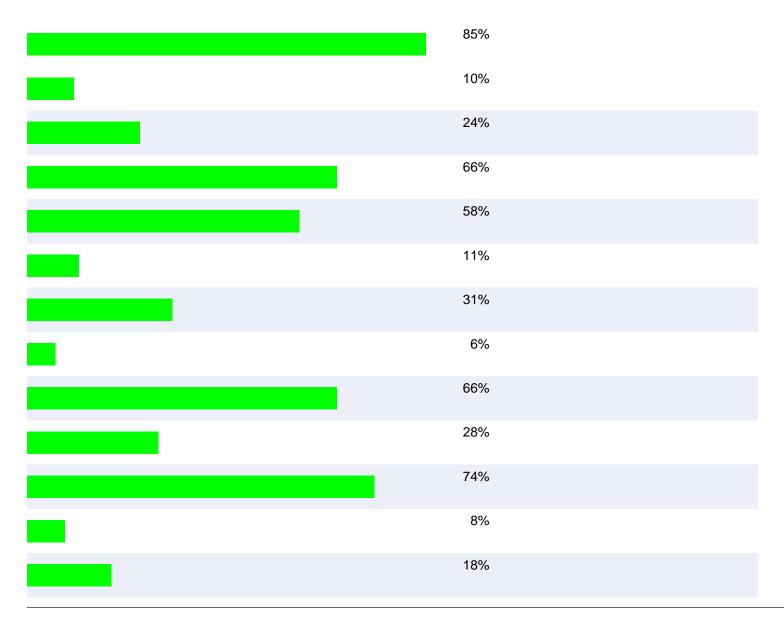
"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

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10/01/2012	09/30/2013
10/01/2012	09/30/2013
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10/01/2012	09/30/2013

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WY	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
WY	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
WY	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
WY	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
WY	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
WY	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
WY	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
WY	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
WY	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
WY	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
WY	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
WY	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
WY	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P

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Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

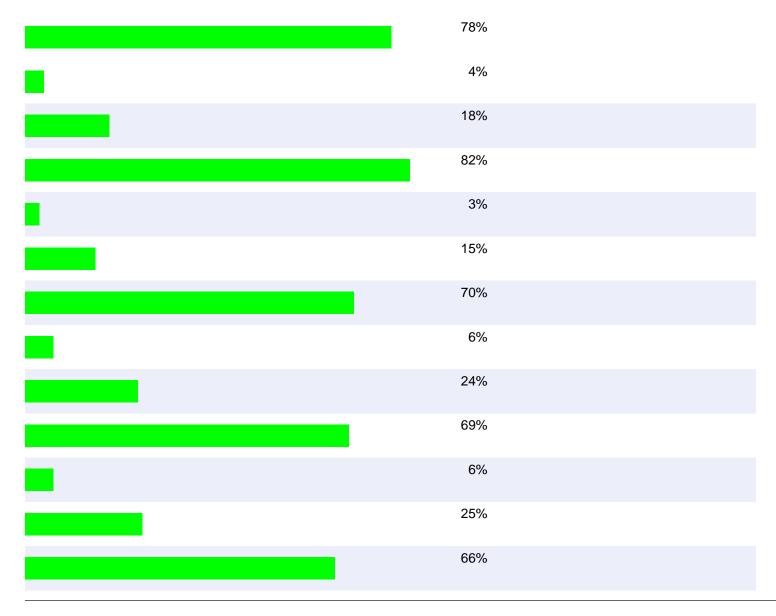
Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

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10/01/2012	09/30/2013
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WY	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
WY	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
WY	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
WY	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
WY	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
WY	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
WY	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
WY	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
WY	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
WY	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
WY	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
WY	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
WY	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY

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Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

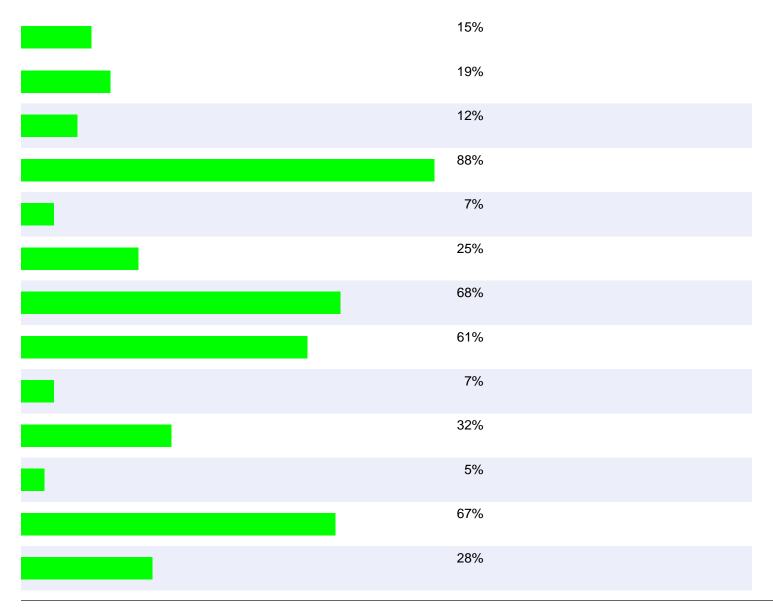
"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

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